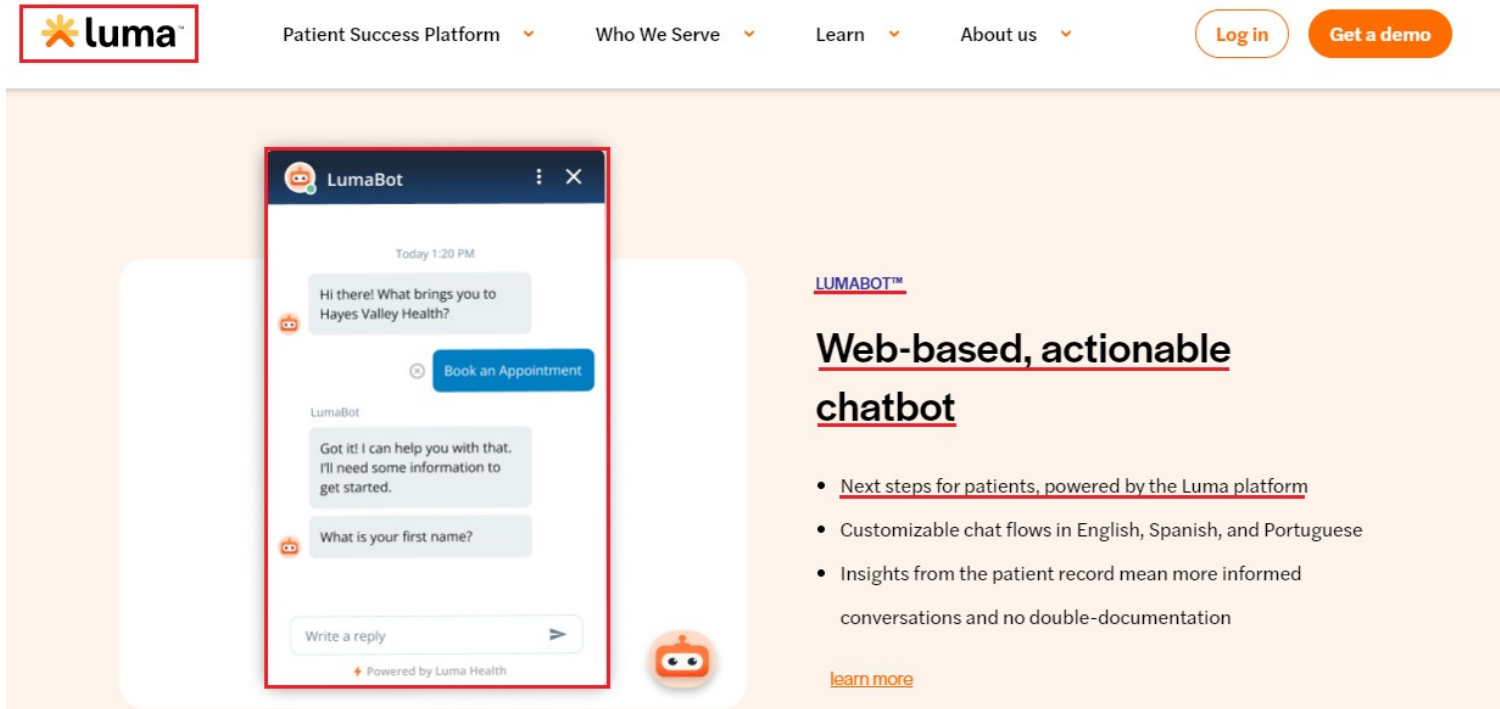
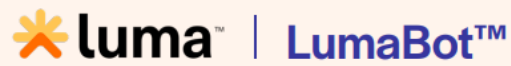


# Exhibit 2

## Method Claim: 1

US9130900	Luma Health LumaBot ("The accused product")
1. A method for providing assistance to a user, comprising:	<p>The accused product practices a method for providing assistance to a user (e.g., a medical assistance for scheduling an appointment, guidance for Operational and Clinical Forms, etc.).</p> <p>As shown below, Luma Health provides its customers a healthcare chatbot which is a virtual agent that provides automated responses to patients by processing user requests received through a mobile device.</p>  <p><a href="https://www.lumahealth.io/what-it-does/">https://www.lumahealth.io/what-it-does/</a></p>



## **Taking Care of More, so You Can Do More with Less**

Imagine fewer phone calls, fewer headaches, and better care. LumaBot, Luma Health's web-based, actionable chatbot, has the convenience of instant messaging and the power of the entire Luma platform.

### **FOR PATIENTS**

## **Taking care of healthcare needs**

When a patient needs help, they don't want to wait on hold or struggle with an automated bot that's all words and no action. LumaBot taps into the power of the full Luma platform and its EHR integration to get them to the next step.

[https://www.lumahealth.io/wp-content/uploads/2022/07/LumaBot-One-Pager\\_07122022\\_2a318w0.pdf](https://www.lumahealth.io/wp-content/uploads/2022/07/LumaBot-One-Pager_07122022_2a318w0.pdf)

### **LumaBot empowers patients to:**



Schedule a new appointment.



Make requests for Rx refills, specialist referrals, lab results, etc.



Complete screenings or intake paperwork.



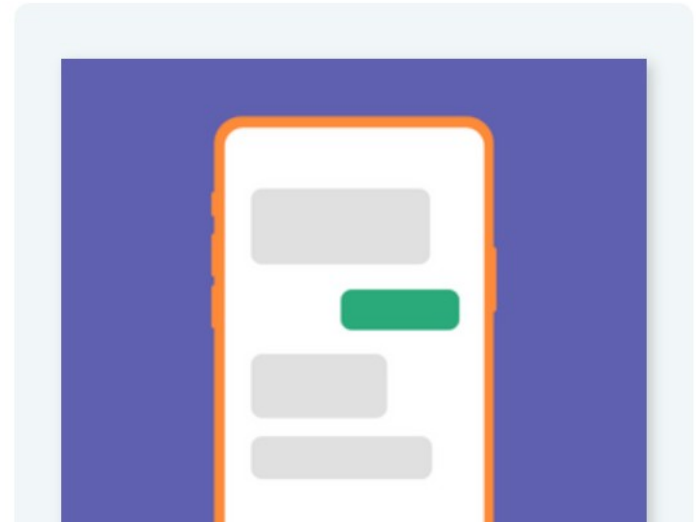
Ask a nurse a question and understand when to expect a response.

[https://www.lumahealth.io/wp-content/uploads/2022/07/LumaBot-One-Pager\\_07122022\\_2a318w0.pdf](https://www.lumahealth.io/wp-content/uploads/2022/07/LumaBot-One-Pager_07122022_2a318w0.pdf)

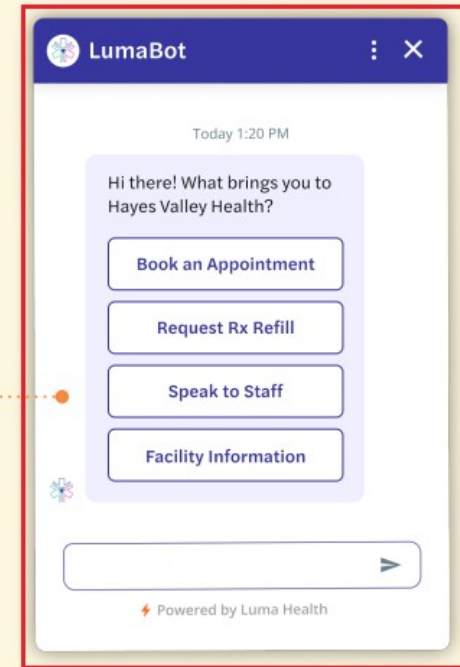
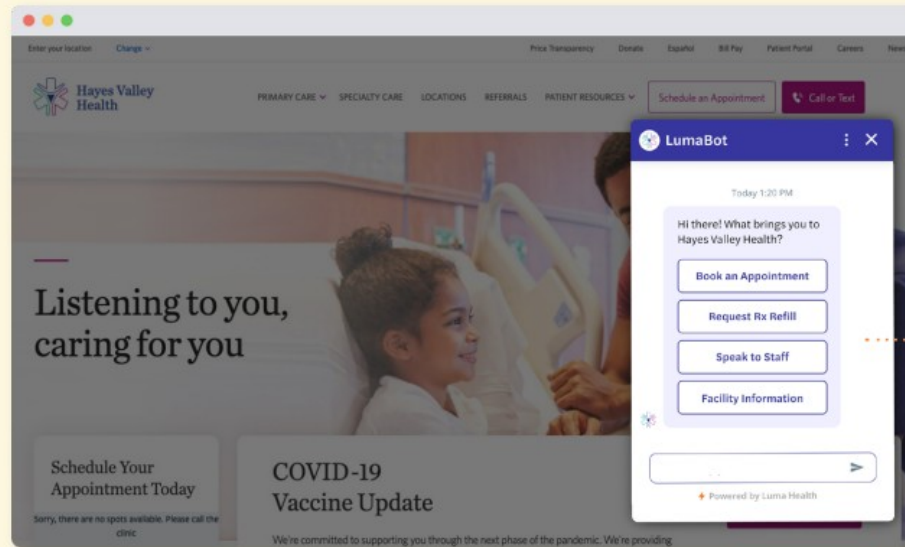
## **Power of the Platform:** **LumaBot**

### Resources

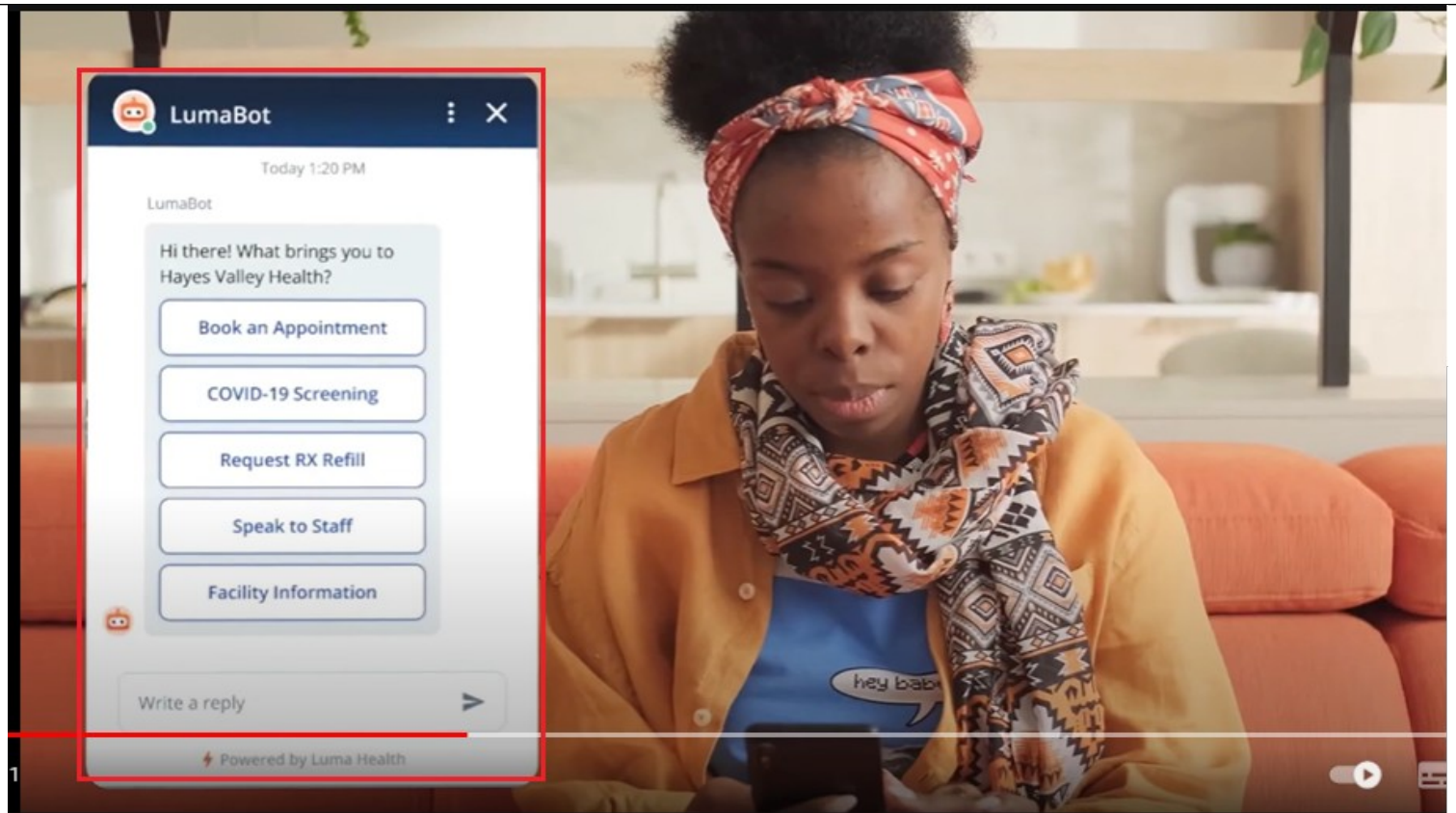
Luma's web-based, actionable chatbot helps patients get to the next step without phone calls.



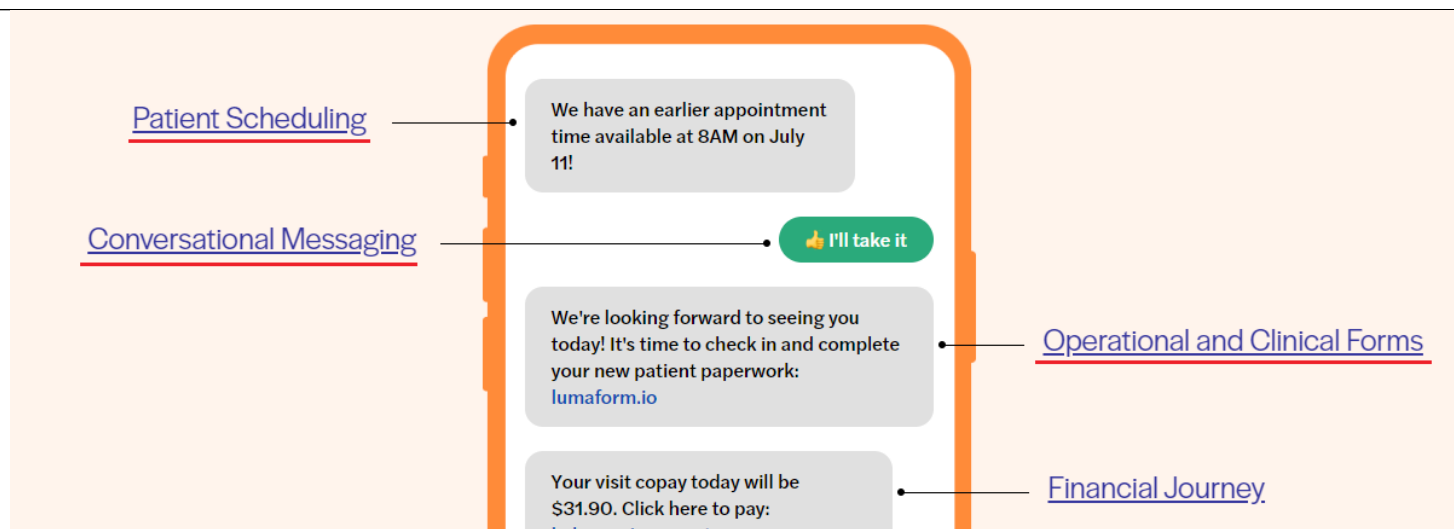
<https://www.lumahealth.io/resource/luma-health-lumabot/>



<https://www.lumahealth.io/wp-content/uploads/2022/07/Power-of-the-Platform-LumaBot.pdf>



[https://www.youtube.com/watch?v=EmNFVkg\\_4xQ](https://www.youtube.com/watch?v=EmNFVkg_4xQ)



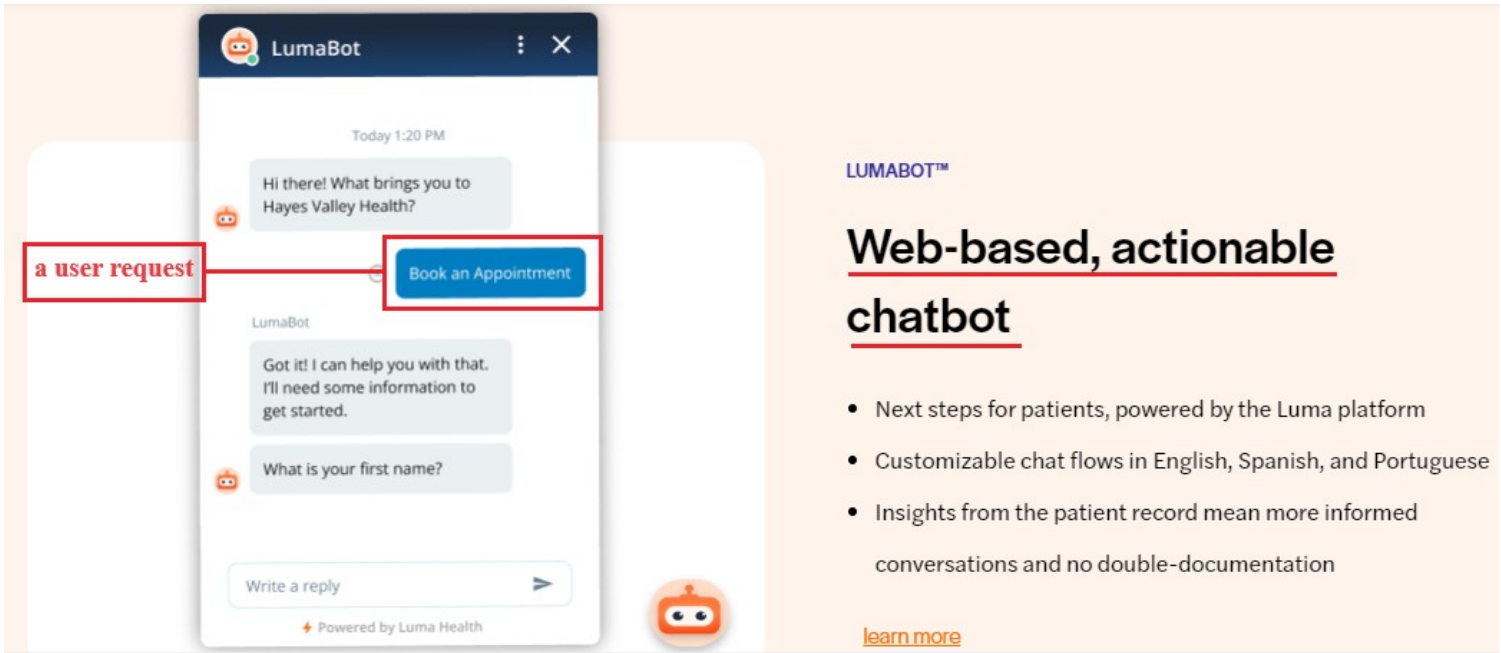
<https://www.lumahealth.io/what-it-does/>

**LumaBot brings full Luma Health platform capabilities and EHR integration to healthcare providers' websites, empowers patients via web chat**

Luma Health, the most complete patient engagement platform, today at the ViVE 2022 conference launches LumaBot™, its actionable, EHR-integrated web-based chatbot. LumaBot empowers patients to take the next step in their healthcare and free up providers and staff from phone calls.

LumaBot is powered by Luma Health's full Healthcare Engagement Engine™, enabling patients to schedule appointments, submit requests such as medication refills, complete screenings and intake paperwork, and more. It is integrated with 80+ EHRs and writes details like appointment changes and form responses directly back to the EHR to save staff time.

<https://www.lumahealth.io/newsroom/press-releases/luma-health-announces-lumabot/>

<p>receiving a user request for assistance from a mobile device;</p>	<p>The accused product practices receiving a user request for assistance (e.g., a request for scheduling an appointment) from a mobile device (e.g., a smartphone, etc.).</p> <p>As shown below, Luma health provides its customers with a healthcare chatbot which is a virtual agent that provides automated responses to patients by processing user requests received through a mobile device. It receives user requests in the form of text.</p>  <p><a href="https://www.lumahealth.io/what-it-does/">https://www.lumahealth.io/what-it-does/</a></p>
--	--



## LumaBot empowers patients to:



Schedule a new appointment.



Complete screenings or intake paperwork.

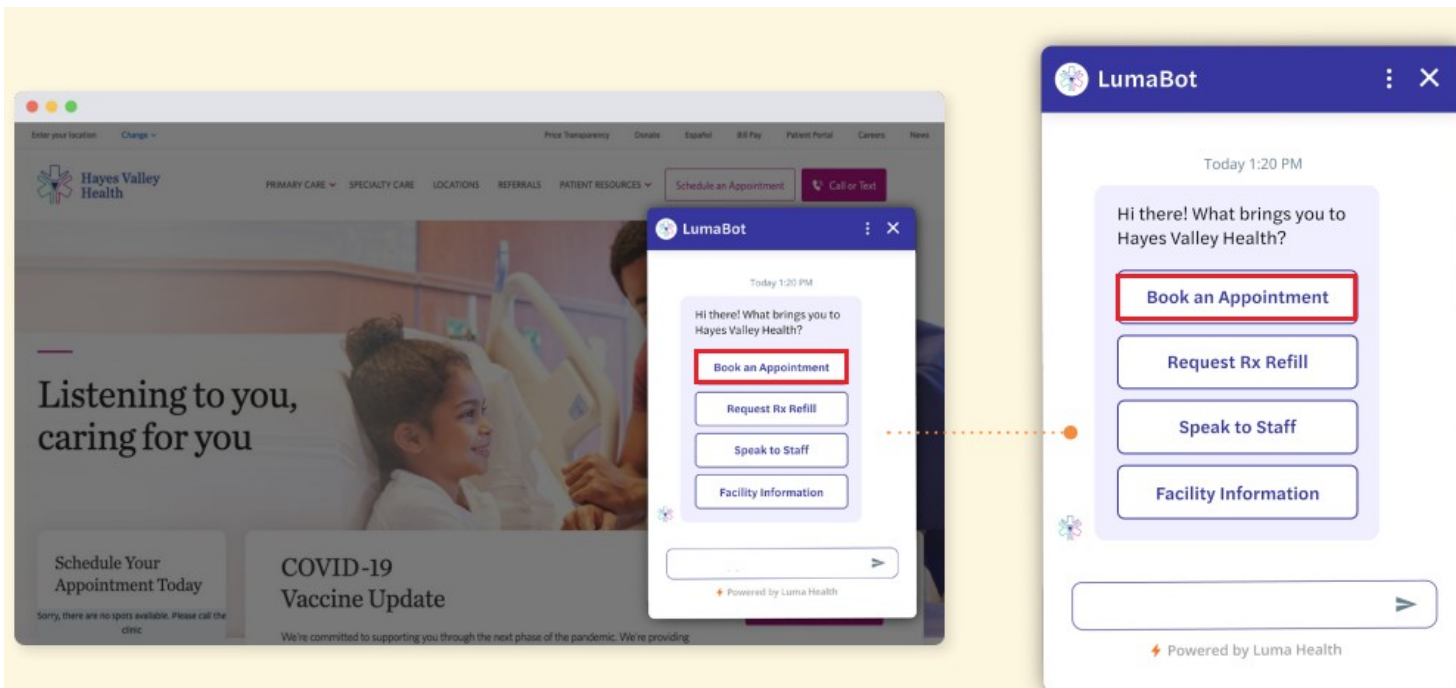


Make requests for Rx refills, specialist referrals, lab results, etc.

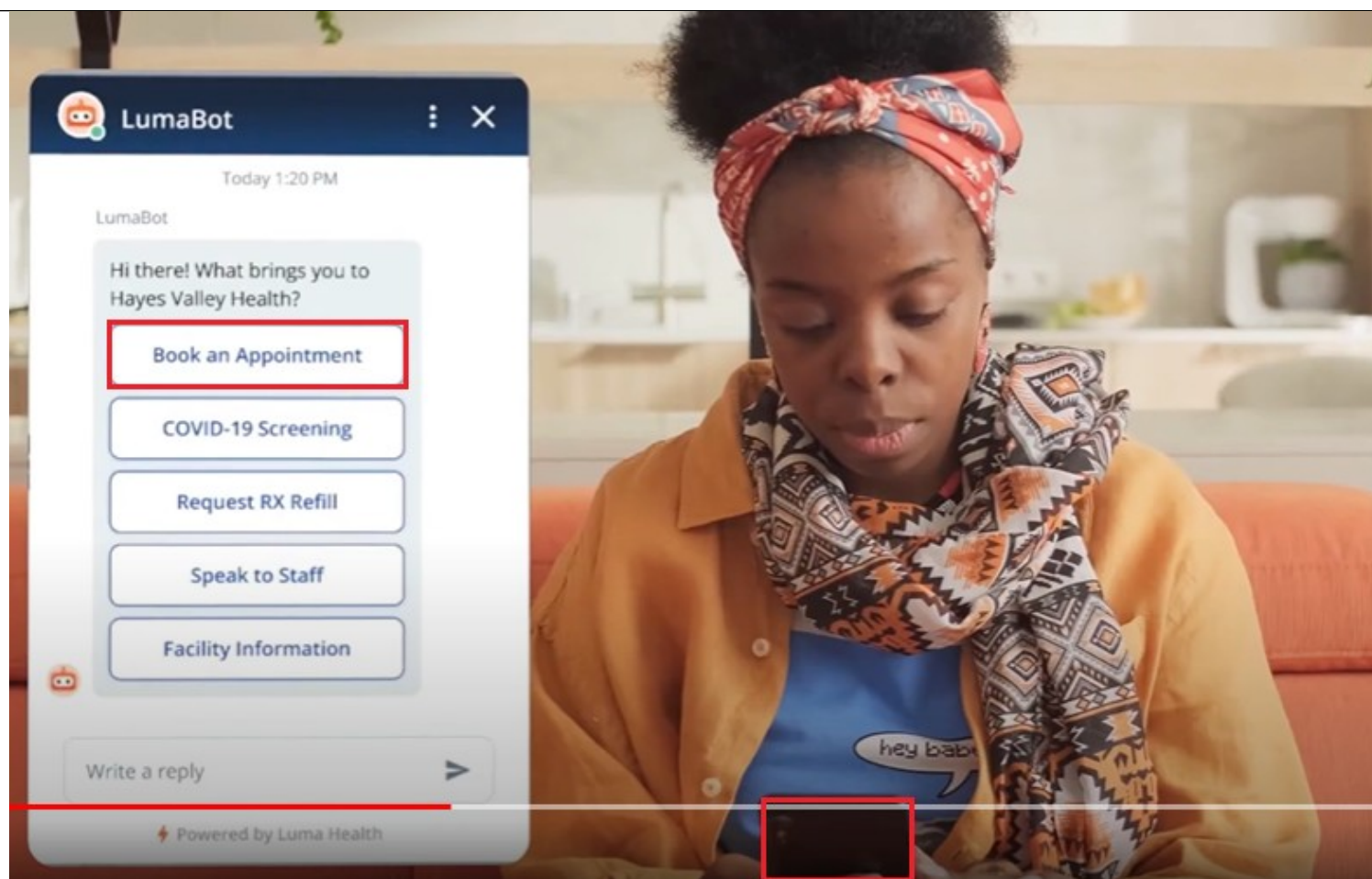


Ask a nurse a question and understand when to expect a response.

[https://www.lumahealth.io/wp-content/uploads/2022/07/LumaBot-One-Pager\\_07122022\\_2a318w0.pdf](https://www.lumahealth.io/wp-content/uploads/2022/07/LumaBot-One-Pager_07122022_2a318w0.pdf)



<https://www.lumahealth.io/wp-content/uploads/2022/07/Power-of-the-Platform-LumaBot.pdf>



[https://www.youtube.com/watch?v=EmNFVkg\\_4xQ](https://www.youtube.com/watch?v=EmNFVkg_4xQ)

## Patient Scheduling

### **Text and web scheduling**

Rules-based, EHR-integrated scheduling guides patients to the right time for them, with the right provider.

### **Referrals**

Interactive notifications let patients know when they've been referred, book, and get real-time confirmation. Providers are in the loop at every step.

### **Smart waitlist**

Patients on the waitlist automatically get offers that match the appointment type they're looking for.

<https://www.lumahealth.io/what-it-does/>

### **Actionable reminders**

Automatic, customized reminders integrated with your EHR schedule get more patients in the door and reduce no-shows.

### **Cancellation management**

Luma responds to cancellations with upcoming slots that match the original — all the patient has to do is choose one.

### **Integration with Google My Business**

Let new and returning patients schedule from your Google My Business profile.

**Nia Okoye**

**Choose an appointment time**

10:00 AM 10:30 AM

12:00 PM 12:30 PM

2:15 PM 3:00 PM

[See more times](#)

- 1 Text-based reminder** ..... Hi Ruth, you have an appointment on July 26th at 2:30PM with Dr. Potluri. Respond YES to confirm or NO to cancel.
- 2 Easy cancellation** ..... Your appt has been canceled. Please click here to book a new time: <https://hayesvalley.schedule>
- 3 Reschedule** ..... Thank you for scheduling with Dr. Potluri on August 15th at

[See how it works](#)

<https://www.lumahealth.io/what-it-does/>

The screenshot displays the LumaHealth patient portal interface. On the left, a user profile for Nia Okoye is shown with a circular profile picture. Below the profile, a section titled "Choose an appointment time" contains six time slots: 10:00 AM, 10:30 AM, 12:00 PM, 12:30 PM, 2:15 PM, and 3:00 PM. A blue button labeled "See more times" is positioned below the time slots. To the right of the profile, a vertical timeline of four steps is displayed: 1. Text-based reminder, 2. Easy cancellation, 3. Reschedule, and 4. Waitlist offer. Each step is accompanied by a descriptive text box. Step 1 shows a reminder for an appointment on July 26th at 2:30PM with Dr. Potluri, asking for a YES or NO response. Step 2 shows a cancellation confirmation with a link to book a new time. Step 3 shows a reschedule confirmation. Step 4 shows a waitlist offer for an appointment on August 15th at 8:00AM, asking for a YES response. A "Patient Success!" message at the bottom of the timeline confirms the user has been added to the waitlist. A "See how it works" button is located to the right of the timeline. A red box highlights the "YES" button in the waitlist offer step.

**Nia Okoye**

**Choose an appointment time**

10:00 AM 10:30 AM  
12:00 PM 12:30 PM  
2:15 PM 3:00 PM


[See more times](#)

- Text-based reminder**  
Hi Ruth, you have an appointment on July 26th at 2:30PM with Dr. Potluri. Respond YES to confirm or NO to cancel.
- Easy cancellation**  
Your appt has been canceled. Please click here to book a new time: <https://hayesv>
- Reschedule**
- Waitlist offer**  
Thank you for scheduling with Dr. Potluri on August 15th at 8:00AM. Need a sonner time? Respond YES to be notified when a new slot is available.

**Patient Success!**  
This confirms you have been added to Hayes Valley's waitlist. If you have any questions, please call 404-555-1212.

[See how it works](#)

<https://www.lumahealth.io/what-it-does/>



Nia Okoye

Choose an appointment time

10:00 AM

10:30 AM

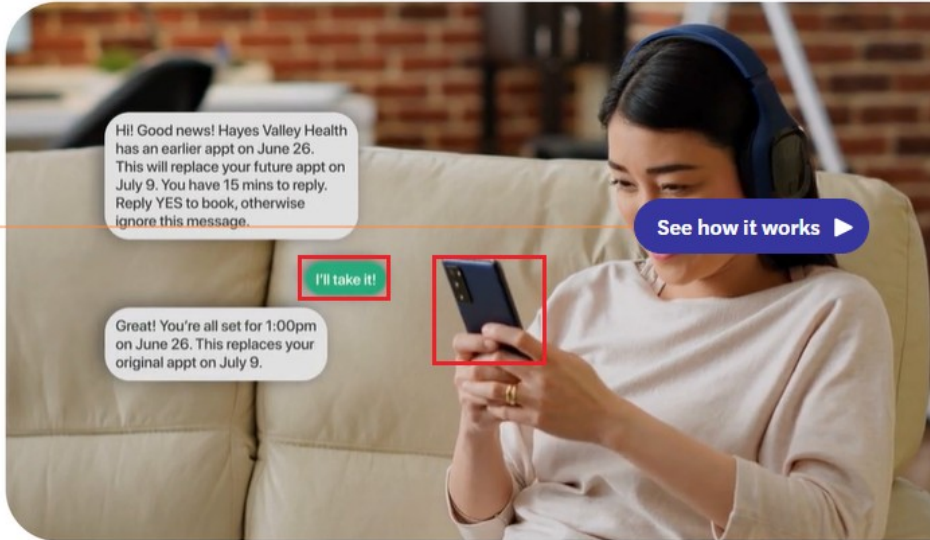
12:00 PM

12:30 PM

2:15 PM

3:00 PM

See more times



Hi! Good news! Hayes Valley Health has an earlier appt on June 26. This will replace your future appt on July 9. You have 15 mins to reply. Reply YES to book, otherwise ignore this message.

I'll take it!

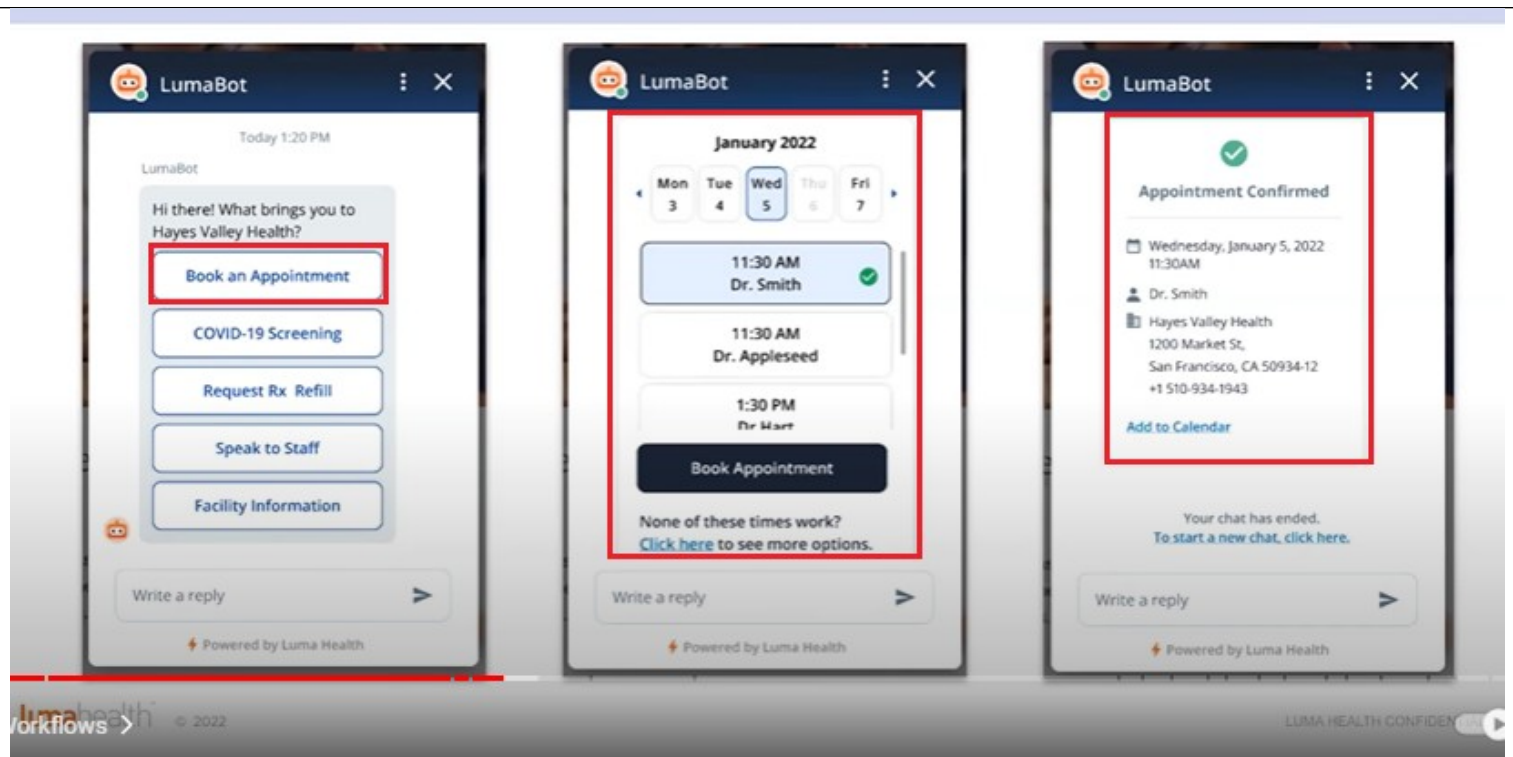
Great! You're all set for 1:00pm on June 26. This replaces your original appt on July 9.

See how it works ▶

<https://www.lumahealth.io/what-it-does/>

1





<https://www.youtube.com/watch?v=cjswM4PNb0k>

determining semantics of the user request and identifying at least one domain, at least one task, and at least one parameter

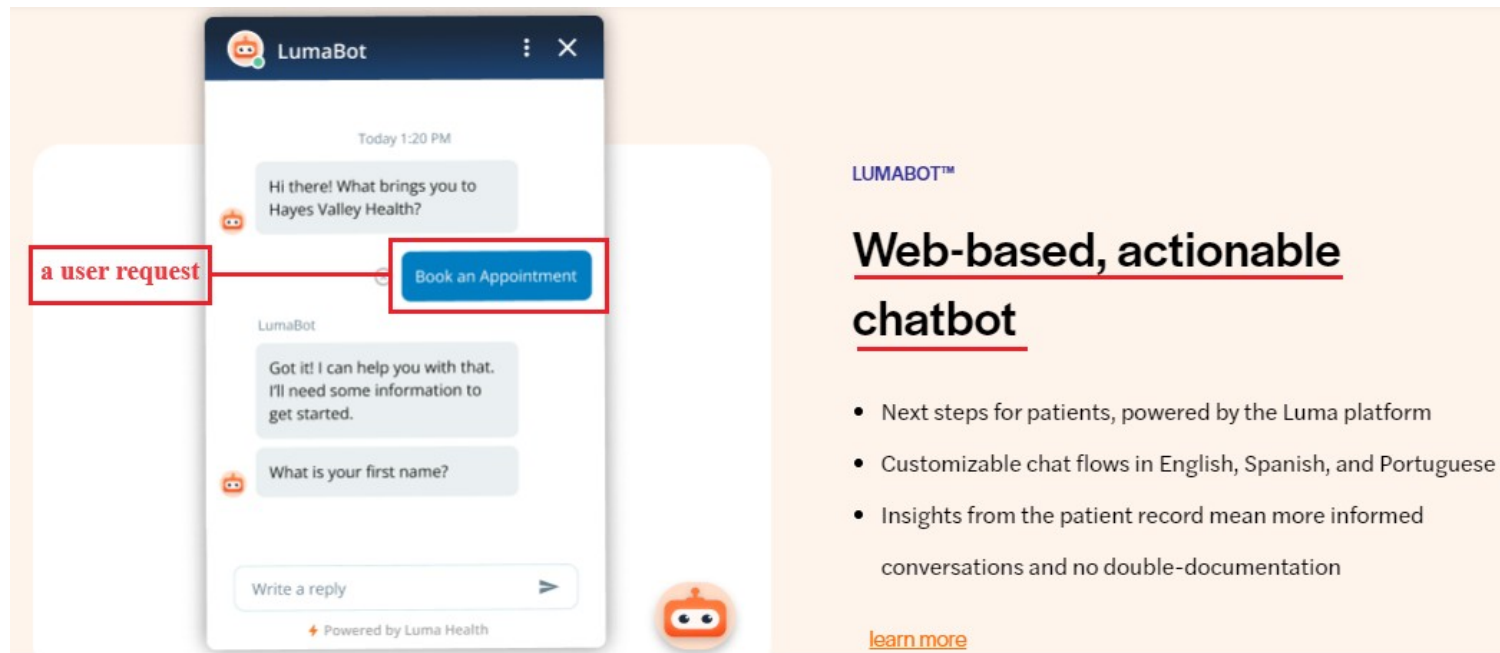
The accused product practices determining semantics of the user request (e.g., a request for scheduling an appointment) and identifying at least one domain (e.g., options such as Book an appointment, Request RX Refill, etc.), at least one task (e.g., scheduling an appointment, rescheduling, etc.), and at least one parameter (e.g., a time slot, etc.) for the user request (e.g., a request for scheduling an appointment) by parsing the user request (e.g., a request for scheduling an appointment) to identify representations of meaning (e.g., identifying an intent of the user request) or interpretation of the user request along with location (e.g., a location of user) and user personal information captured by the mobile device (e.g., a smartphone, etc.) including telephone (e.g., a phone number), texting (e.g., SMS, etc.), and user activity (e.g., previous patient history, etc.).

for the user request by parsing the user request to identify representations of meaning or interpretation of the user request along with location and user personal information captured by the mobile device including telephone, texting, and user activity;

As shown below, Luma Health uses Natural Language Processing (NLP) to parse and determine the semantics of the user request received from the patient and deduce the meaningful interpretations of the request.

For example, a user request for booking an appointment is parsed to interpret the intent of the user and identify the task of scheduling an appointment.

As shown below, Luma Health also collects information about the patient and their previous medical history. Luma Health chatbots provides responses to the customer request based on the user activity.




<https://www.lumahealth.io/what-it-does/>

LUMABOT™

## Web-based, actionable chatbot

- Next steps for patients, powered by the Luma platform
- Customizable chat flows in English, Spanish, and Portuguese
- Insights from the patient record mean more informed conversations and no double-documentation

[learn more](#)



Nia Okoye

**Choose an appointment time**

10:00 AM

10:30 AM

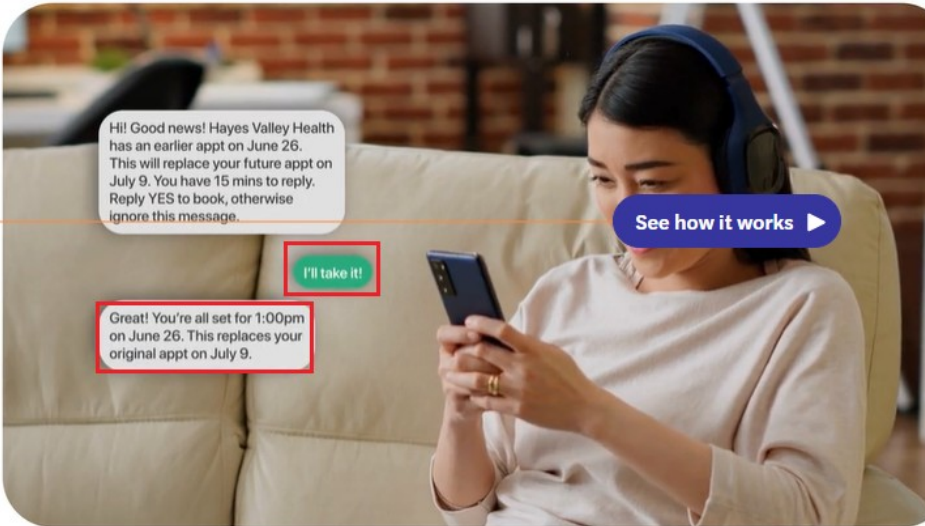
12:00 PM

12:30 PM

2:15 PM

3:00 PM

See more times



Hi! Good news! Hayes Valley Health has an earlier appt on June 26. This will replace your future appt on July 9. You have 15 mins to reply. Reply YES to book, otherwise ignore this message.

I'll take it!

Great! You're all set for 1:00pm on June 26. This replaces your original appt on July 9.

See how it works ▶

<https://www.lumahealth.io/what-it-does/>



Nia Okoye

**Choose an appointment time**

10:00 AM

10:30 AM

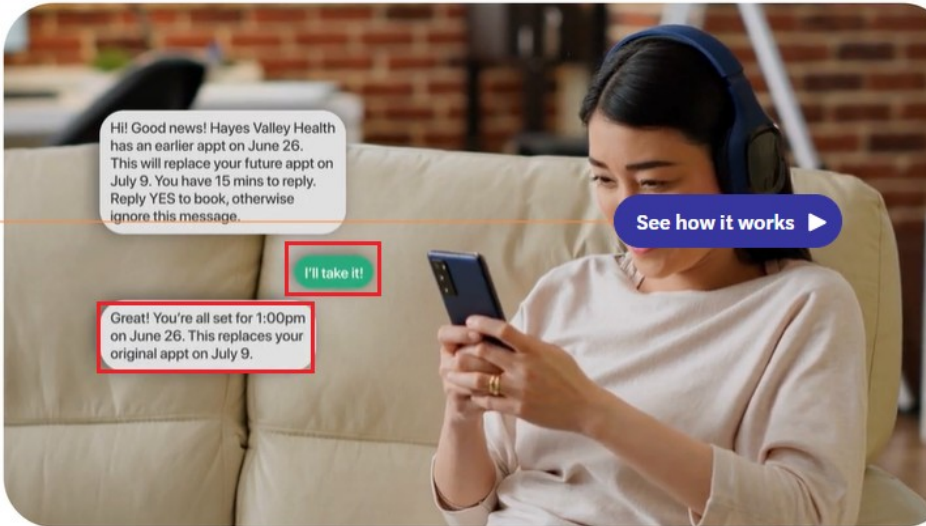
12:00 PM

12:30 PM

2:15 PM

3:00 PM

See more times



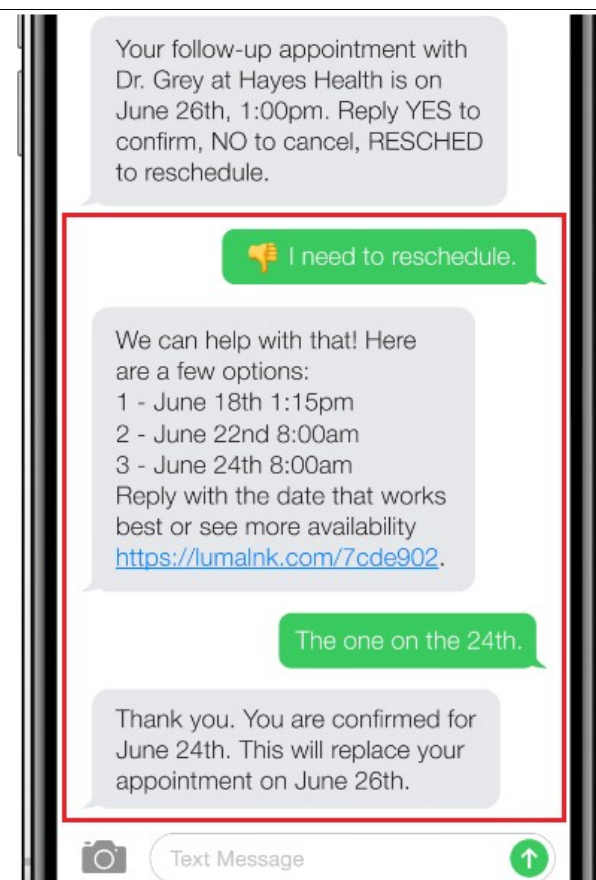
<https://www.lumahealth.io/what-it-does/>



**Artificial Intelligent (AI) reminders for consumer patients.**

Next generation AI Reminders accurately understands and processes patient responses to interactive appointment reminders. Natural language processing (NLP) interprets conversational responses including, "Sure, "No problem", and even emojis like ":thumbs up:" or "ok:" as confirmations. Patients can also easily confirm, cancel or reschedule appointments directly within the text message, an online link, or by calling. Develop unique insights into the timing and cadence of your reminder sequence, optimized for your unique patient population

<https://go.lumahealth.io/use-cases/>



→ classification

string

Default: "unclassified"

Enum: "positive" "negative"

"irregular" "recognized-keywords"

"unclassified"

The classification of patient replies (inbound messages) interpreted by our NLP (Natural Language Processing) service.

- **positive** indicates a yes-type answer (e.g. "sounds good", "yes", or "ok")
- **negative** indicates a no-type answer (e.g. "no way", "negative", "no good")
- **irregular** indicates classification attempt was not able to classify the text as positive or negative
- **recognized-keywords** indicates that an expected keyword was identified (e.g. "waitlist")
- **unclassified** indicates no classification attempted - yet

<https://apidocs.lumahealth.io/#tag/messages/operation/messagesList>

 **luma™** | **Power of the Platform**

## Complete Patient Intake

**Save staff and patients time with a digital front desk.** Text-first reminders to complete intake forms, digital form completion and insurance card upload, and contactless check-in let patients skip the waiting room.

Discrete EHR integration means no transcribing paper forms or double-documenting for staff.

<https://www.lumahealth.io/wp-content/uploads/2023/01/Complete-Patient-Intake-with-Luma->

[1.pdf](#)

FOR PATIENTS

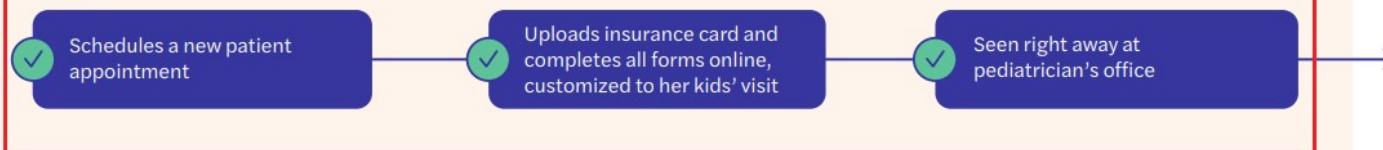
## 24/7 customized digital front desk

Before appointment day, each patient gets the right forms for them (HIPAA, consents, clinical questionnaires, and more) tailored to their appointment and care journey. Easy, mobile-first check-in flows let patients upload insurance, pay copays, and more from home. When they arrive, contactless check-in lets them head right back to the visit room with SMS instructions from staff.

### » Customer Outcomes

St. Paul Eye Clinic has reduced intake time by 11 minutes per patient.

Best



## Powered by the Patient Success Platform™



Integration with your EHR



EHR stays your source of truth



Multilingual reminders



Reaches more patients



Natural language processing



Understands a variety of responses

<https://www.lumahealth.io/wp-content/uploads/2023/01/Complete-Patient-Intake-with-Luma-1.pdf>



## Smart Rebooking

Go beyond reminders to make your patients – and your business – more successful. When life happens and patients can't make an appointment, letting them quickly choose a new time and sign up for waitlist offers via text means fewer headaches, fewer phone calls, and fewer unused schedule spots.

### Best



Shalini schedules original appointment online



Cancels her appointment easily from a text reminder



Rebooks and signs up for waitlist by text; seen the next day



### Powered by the Patient Success Platform™



**Integration with your EHR**



EHR stays your source of truth



**Multilingual reminders**



Reaches more patients

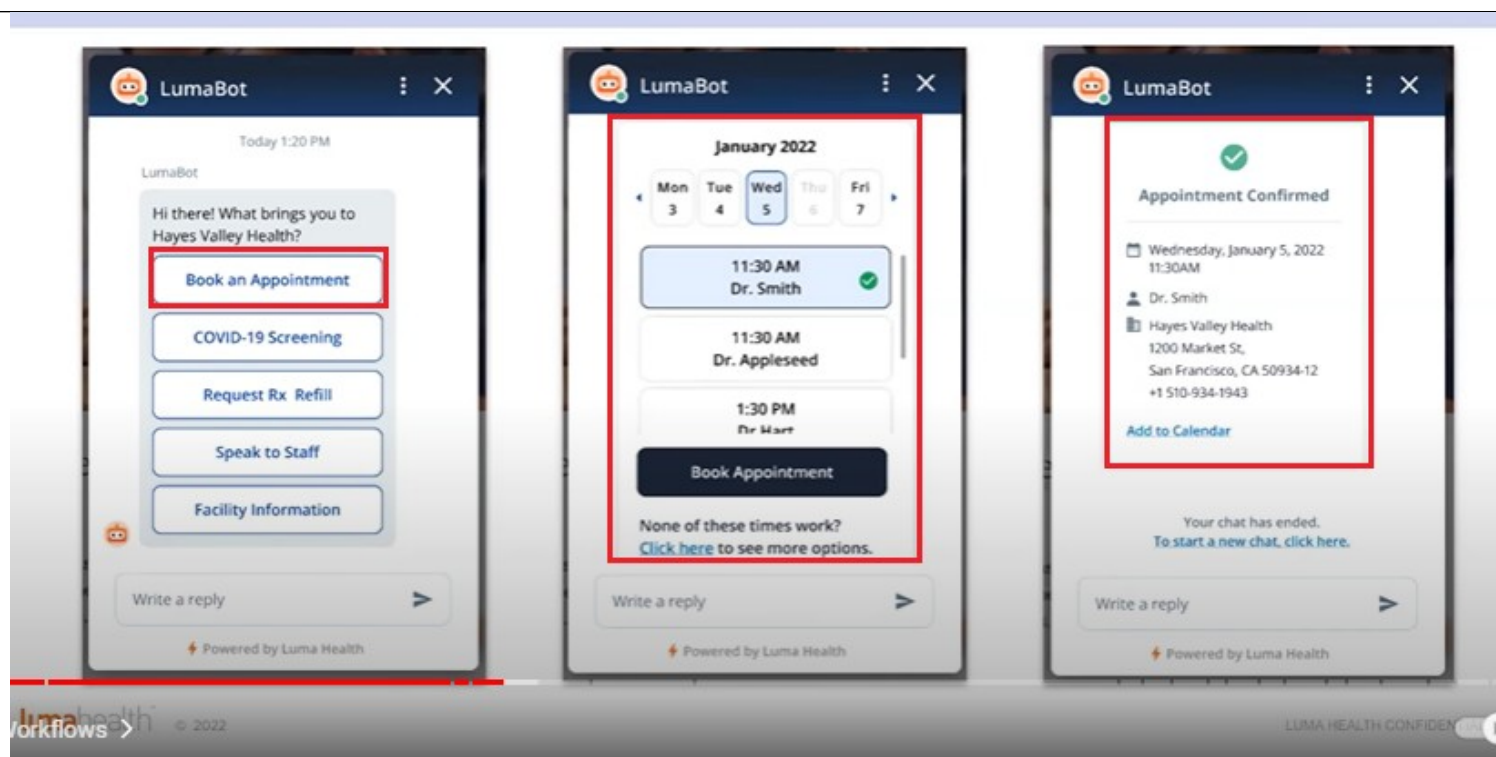


**Natural language processing**



Understands a variety of responses

<https://www.lumahealth.io/wp-content/uploads/2022/08/Power-of-the-Platform-Smart-Rebooking.pdf>



<https://www.youtube.com/watch?v=cjswM4PNb0k>

## PATIENT VERIFICATION & TRIAGE

### Patient Verification

LumaBot verifies each person's identity and recognizes existing patients, to help:

- Book relevant appointments (and create a new patient record, if needed)
- Pull in context about the patient when staff follow up
- Prevent potential spam

I'll need to collect some information first. What's your first name?

John

And what's your last name?

Smith

What's your mobile number? I'll send you a text message to verify your account.

416-401-2932

Please enter the six-digit code sent to your mobile number.

### Patient Triage

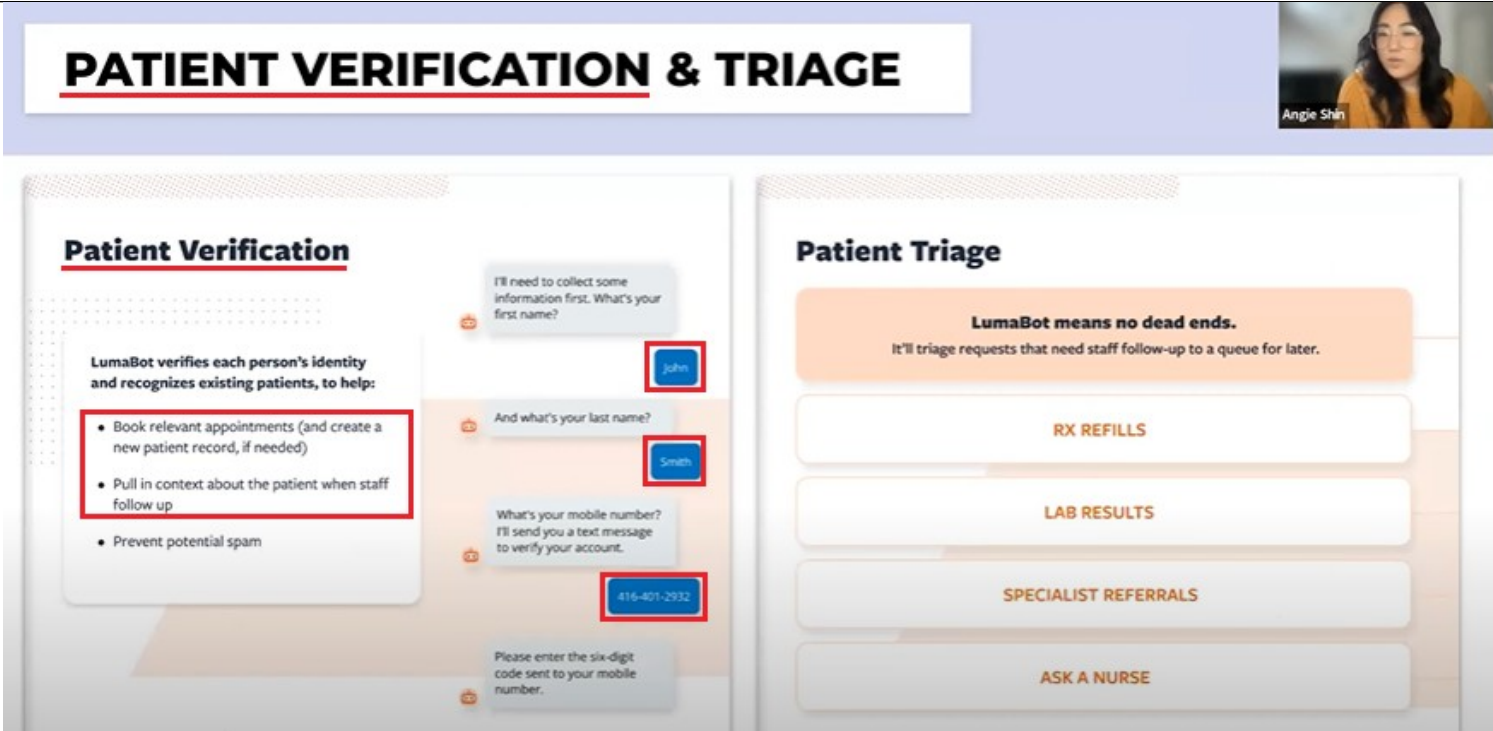
**LumaBot means no dead ends.**  
It'll triage requests that need staff follow-up to a queue for later.

RX REFILLS

LAB RESULTS

SPECIALIST REFERRALS

ASK A NURSE



<https://www.youtube.com/watch?v=cJswM4PNb0k>



## 7.2 Access Establishment and Modification

1 Requests for access to Luma production systems is made formally using the following process:

- a A Luma workforce member initiates the access request via a form entitled "Permission Request" in a Slack Workflow which then automatically creates a ticket in our task tracking software, ClickUp.
  - User identities must be verified prior to granting access to new accounts.
  - Identity verification uses Google's two-factor authentication.
  - For new accounts, the method used to verify the user's identity must be recorded on the Issue.

[https://policy.lumahealth.io/07-systems\\_access\\_policy.html](https://policy.lumahealth.io/07-systems_access_policy.html)

Based on the device and location info in the notification, you can:

- Tap Yes to allow sign-in.
- Tap **No** to block sign-in.

<https://support.google.com/accounts/answer/185839?hl=en&co=GENIE.Platform%3DAndroid>

### LumaBot frees up time by:



Reducing phone calls during clinic hours and voicemails after hours.



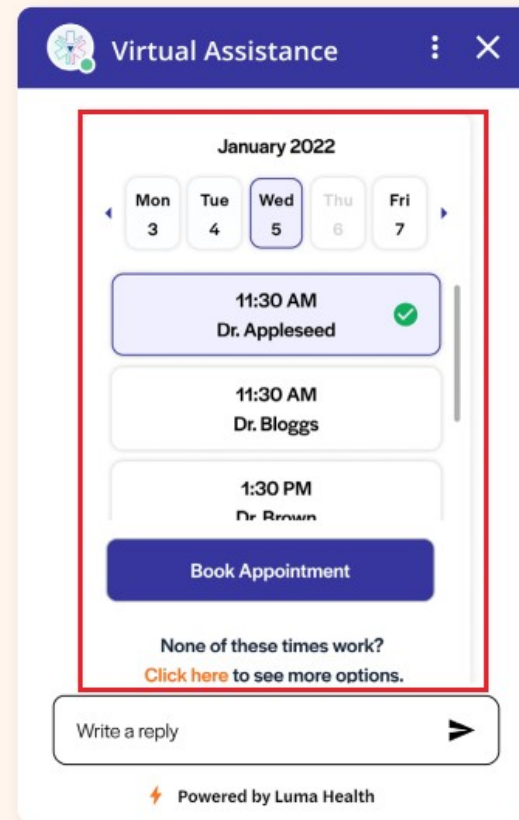
Triaging questions or requests that need follow-up to a queue for later.



Taking care of common patient requests.

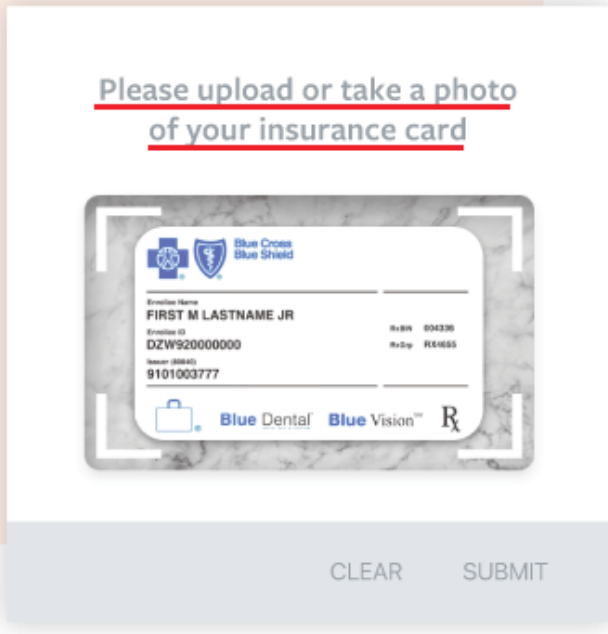


Pulling in the patient's history, so calling back is more efficient.



[https://www.lumahealth.io/wp-content/uploads/2022/07/LumaBot-One-Pager\\_07122022\\_2a318w0.pdf](https://www.lumahealth.io/wp-content/uploads/2022/07/LumaBot-One-Pager_07122022_2a318w0.pdf)



	<p>Please upload or take a photo of your insurance card</p>  <p><u><b>Collect data</b> on reason for visit, current symptoms, insurance information, and all necessary data for a successful check-in and visit. Then, use that data to offer patients the right appointment slots directly pulled from your EHR.</u></p> <p><a href="https://go.lumahealth.io/patient-scheduling-plus">https://go.lumahealth.io/patient-scheduling-plus</a></p>
accessing one or more semantic web services, each service accessed through an application program interface	<p>The accused product practices accessing one or more semantic web services, each service accessed through an application program interface (API) (e.g., Rest-Service API, etc.) to retrieve data matching (e.g., matching of patients with providers with available time slots) the at least one domain (e.g., options such as Book an appointment, Request RX Refill, etc.), at least one task (e.g., scheduling an appointment, rescheduling, etc.), and at least one parameter (e.g., a time slot, etc.).</p> <p>As shown below, Luma Health accesses a webservice (“semantic web services”) through Rest-Service API to collect the patient data for providing response to the user’s command. For example, when the user request is for scheduling an appointment, LumaBot accesses the webservices through Rest-Service API and automatically matches patients with providers and available time slots based on their diagnosis and appointment type.</p>

(API) to retrieve data matching the at least one domain, at least one task, and at least one parameter;

#### INTEGRATED

### Taps into your existing systems



**Luma lives where your staff works.**

It's embedded in your EHR and respects your existing workflows.



**Your system of record is the source of truth.**

The integration is real-time and API-first, so Luma is as flexible as your day-to-day operations.



**You already know your patients.**

Details you already have create journeys that feel empathetic and specific to them, whether that's their unique language needs, communication preferences, and more.




<https://www.lumahealth.io/how-it-works/>

### BESPOKE INTEGRATION WITH 80+ EHRS

Luma Health connects to over 80 different EHR systems via API, FHIR and HL7 integrations to automate patient communication and unlock valuable insights to improve care.

<https://www.lumahealth.io/wp-content/uploads/2021/10/EHR-Forms.pdf>

	<h2><u>Rest-Service (2.0.0)</u></h2>
<p>Search...</p>	<p>Download OpenAPI specification: <a href="#">Download</a></p>
<p>auth &gt;</p>	<p><u>OpenAPI Basic Structure</u></p>
<p>appointments &gt;</p>	<h3>auth</h3>
<p>appointmentTypes &gt;</p>	<p>Luma Client Access</p>
<p>availabilities &gt;</p>	<p><a href="#">Generate client id and secret</a></p>
<p>chatActivities &gt;</p>	<p>This endpoint allows our users to generate clientId and clientSecrets that can be used for machine-to-machine communication without the need of a username / password. Since clientId / clientSecret never expires, it is usefull in running automation process / scripts etc. A user can only have one clientId/clientSecret at any given time.</p>
<p>chatActivitiesReasons &gt;</p>	
<p><a href="https://apidocs.lumahealth.io/">https://apidocs.lumahealth.io/</a></p>	

## List scheduler availabilities

AUTHORIZATIONS: > Bearer

### QUERY PARAMETERS

<u>appointmentType</u>	string = 24 characters [0-9a-f] The ID of an <u>AppointmentType</u> . If given, <u>only scheduler availabilities for that type of appointment will be listed.</u>
<u>includeNullApptTypes</u>	boolean Some appointments might not have a type at all, so this boolean flag determines if scheduler availabilities for such appointments will be listed or not.
<u>date</u>	string <date-time> The date/time to display scheduler availabilities, in ISO format, including timezone information. See the request sample in <u>curl</u> displayed at the side. This queryParameter should be passed twice, to specify a date/time range. Example: <u>?date=&gt;2022-08-10T09:49:47-07:00&amp;date=&lt;2022-09-09T23:59:59-03:00</u> Notice the greater-than (>) and less-than (<) operators.
<u>facility</u>	string = 24 characters [0-9a-f] <u>Filter the availabilities by the ID of a Facility where the doctor/provider may be seen by a patient.</u>
<u>patientForm</u>	string = 24 characters [0-9a-f] Only display the availability that was chosen by the patient

<https://apidocs.lumahealth.io/#tag/availabilities/operation/listSchedulerAvailabilities>

GET /availabilities/scheduler

### Request samples

cURL

Copy

```
curl 'https://api.lumahealth.io/api/v2/av'
-H 'accept: application/json, text/plain,'
-H 'Authorization: Bearer <jwt token from
```

### Response samples

200

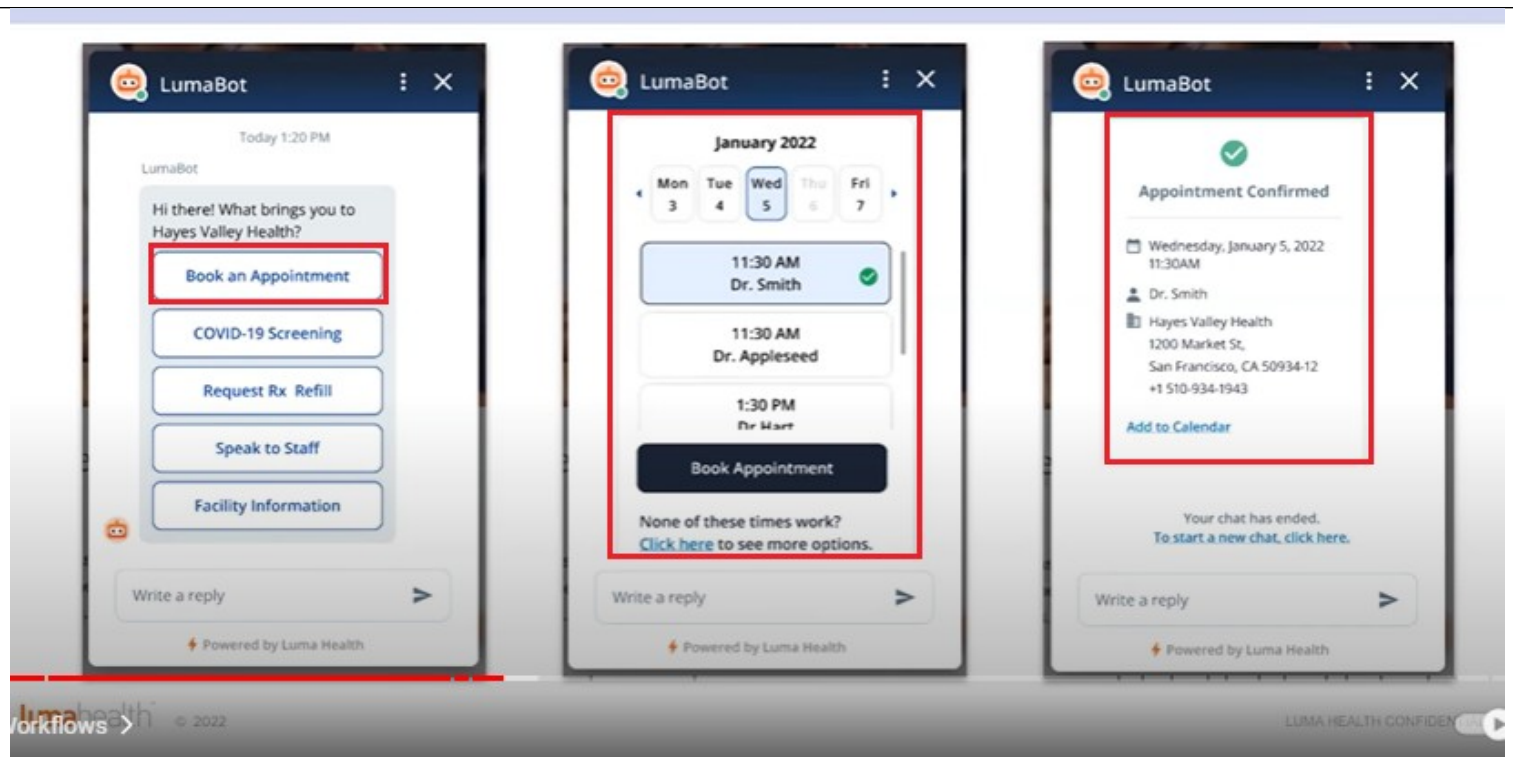
Content type  
application/json

Copy Expand all Collapse all

```
{
  - "response": [
    + { - }
  ],
  - "facilities": [
    "stringstringstringstring"
  ],
  "-----": {
```

<u>provider</u>	<p>string = 24 characters [0-9a-f]</p> <p><u>Only display scheduler availabilities for the ID of the provider/doctor given on this query parameter.</u></p>
<u>status</u>	<p>string</p> <p>Value: "available"</p> <p><u>Filter availabilities by status.</u> It must be <code>available</code>, as other statuses were already booked or canceled.</p>
sort	<p>string</p> <p>Value: "date"</p> <p>Determines which property will be used to order the response. Currently the only option available is <code>date</code>.</p>
sortBy	<p>string</p> <p>Enum: "asc" "desc"</p> <p>Determines the direction in which the sorting will happen:</p> <ul style="list-style-type: none"><li>• ascending (earliest date to latest), or</li><li>• descending (latest date to earliest).</li></ul>
user	<p>string = 24 characters [0-9a-f]</p> <p><u>The ID of the root account user.</u></p>

<https://apidocs.lumahealth.io/#tag/availabilities/operation/availabilityList>

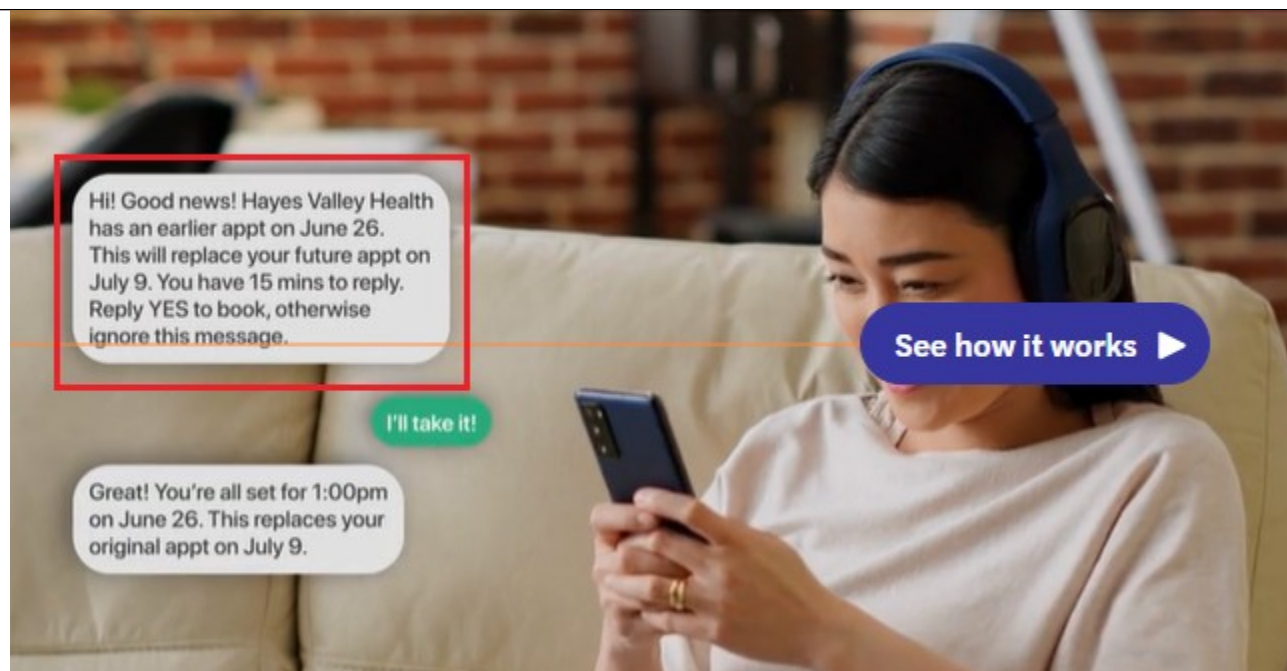


<https://www.youtube.com/watch?v=cJswM4PNb0k>

identifying, generating, or providing personalized recommendations for activities, products, services,

The accused product practices identifying, generating, or providing personalized recommendations for activities, products, services (e.g., personalized responses for a user's query).

As shown below, LumaBot records details of the patient by accessing their past medical history reports and personal details such as appointment type, etc. Thus, when a user request for scheduling an appointment is received by the chatbot, it provides the patient with a provider based on the type of appointment.



<https://www.lumahealth.io/what-it-does/>

## List scheduler availabilities

AUTHORIZATIONS: > Bearer

### QUERY PARAMETERS

<u>appointmentType</u>	string = 24 characters [0-9a-f] The ID of an <u>AppointmentType</u> . If given, <u>only scheduler availabilities for that type of appointment will be listed.</u>
<u>includeNullApptTypes</u>	boolean Some appointments might not have a type at all, so this boolean flag determines if scheduler availabilities for such appointments will be listed or not.
<u>date</u>	string <date-time> The date/time to display scheduler availabilities, in ISO format, including timezone information. See the request sample in <u>curl</u> displayed at the side. This queryParameter should be passed twice, to specify a date/time range. Example: <u>?date=&gt;2022-08-10T09:49:47-07:00&amp;date=&lt;2022-09-09T23:59:59-03:00</u> Notice the greater-than (>) and less-than (<) operators.
<u>facility</u>	string = 24 characters [0-9a-f] <u>Filter the availabilities by the ID of a Facility where the doctor/provider may be seen by a patient.</u>
<u>patientForm</u>	string = 24 characters [0-9a-f] Only display the availability that was chosen by the patient

<https://apidocs.lumahealth.io/#tag/availabilities/operation/listSchedulerAvailabilities>

GET /availabilities/scheduler

### Request samples

cURL

Copy

```
curl 'https://api.lumahealth.io/api/v2/av'
-H 'accept: application/json, text/plain,'
-H 'Authorization: Bearer <jwt token from
```

### Response samples

200

Content type  
application/json

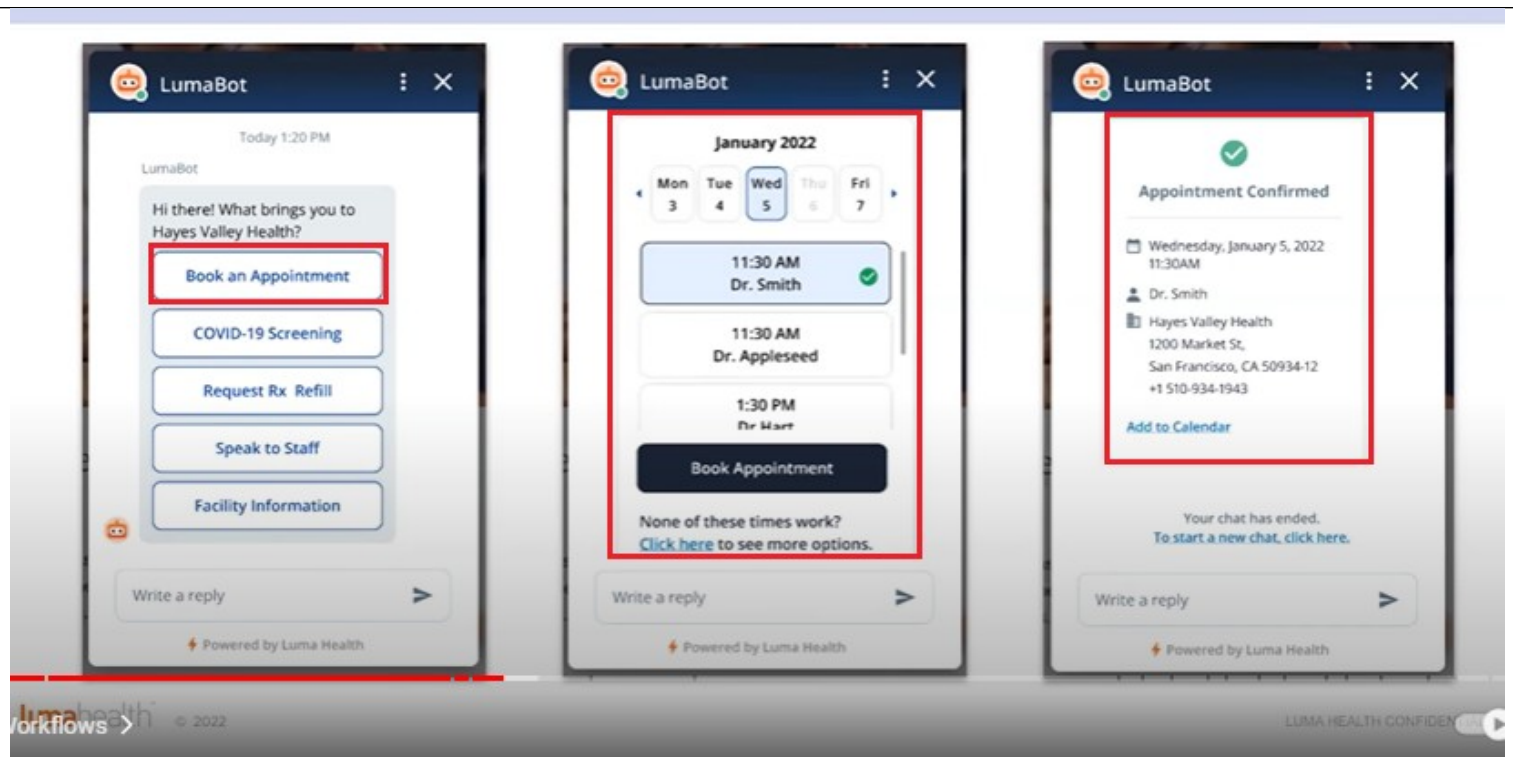
Copy Expand all Collapse all

```
{
  - "response": [
    + { - }
  ],
  - "facilities": [
    "stringstringstringstring"
  ],
  "-----": {
```



<u>provider</u>	<p>string = 24 characters [0-9a-f]</p> <p><u>Only display scheduler availabilities for the ID of the provider/doctor given on this query parameter.</u></p>
<u>status</u>	<p>string</p> <p>Value: "available"</p> <p><u>Filter availabilities by status.</u> It must be <code>available</code>, as other statuses were already booked or canceled.</p>
sort	<p>string</p> <p>Value: "date"</p> <p>Determines which property will be used to order the response. Currently the only option available is <code>date</code>.</p>
sortBy	<p>string</p> <p>Enum: "asc" "desc"</p> <p>Determines the direction in which the sorting will happen:</p> <ul style="list-style-type: none"><li>• ascending (earliest date to latest), or</li><li>• descending (latest date to earliest).</li></ul>
user	<p>string = 24 characters [0-9a-f]</p> <p><u>The ID of the root account user.</u></p>

<https://apidocs.lumahealth.io/#tag/availabilities/operation/availabilityList>



<https://www.youtube.com/watch?v=cjswM4PNb0k>

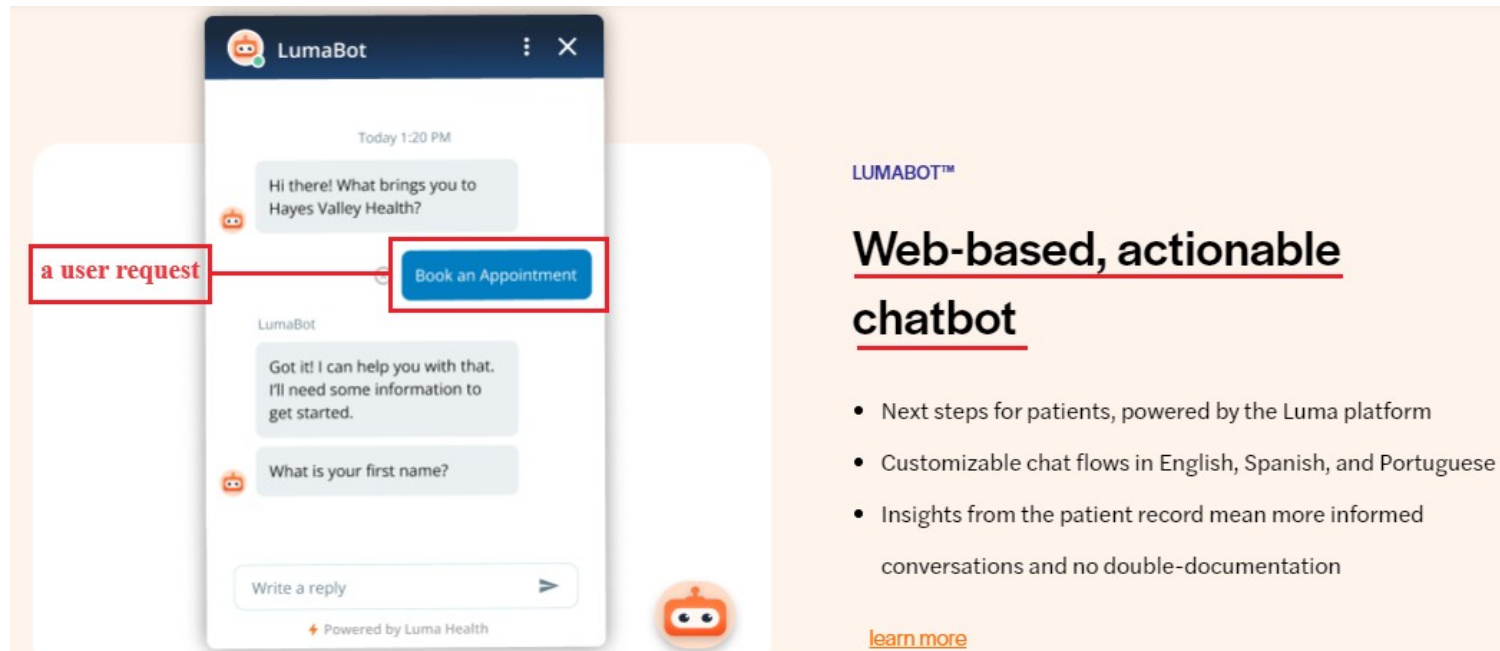
presenting possible responses to the user by interact with the semantic web services by calling the services

The accused product practices presenting possible responses (e.g., available time slots, etc.) to the user (e.g., a patient) by interact with the semantic web services by calling the services through the API (e.g., Rest-Service API, etc.) and extracting one or more options or suggestions from the semantic web services through the API (e.g., Rest-Service API, etc.) and confirming user responses by accessing a text messaging API (e.g., SMS) or a phonebook API.

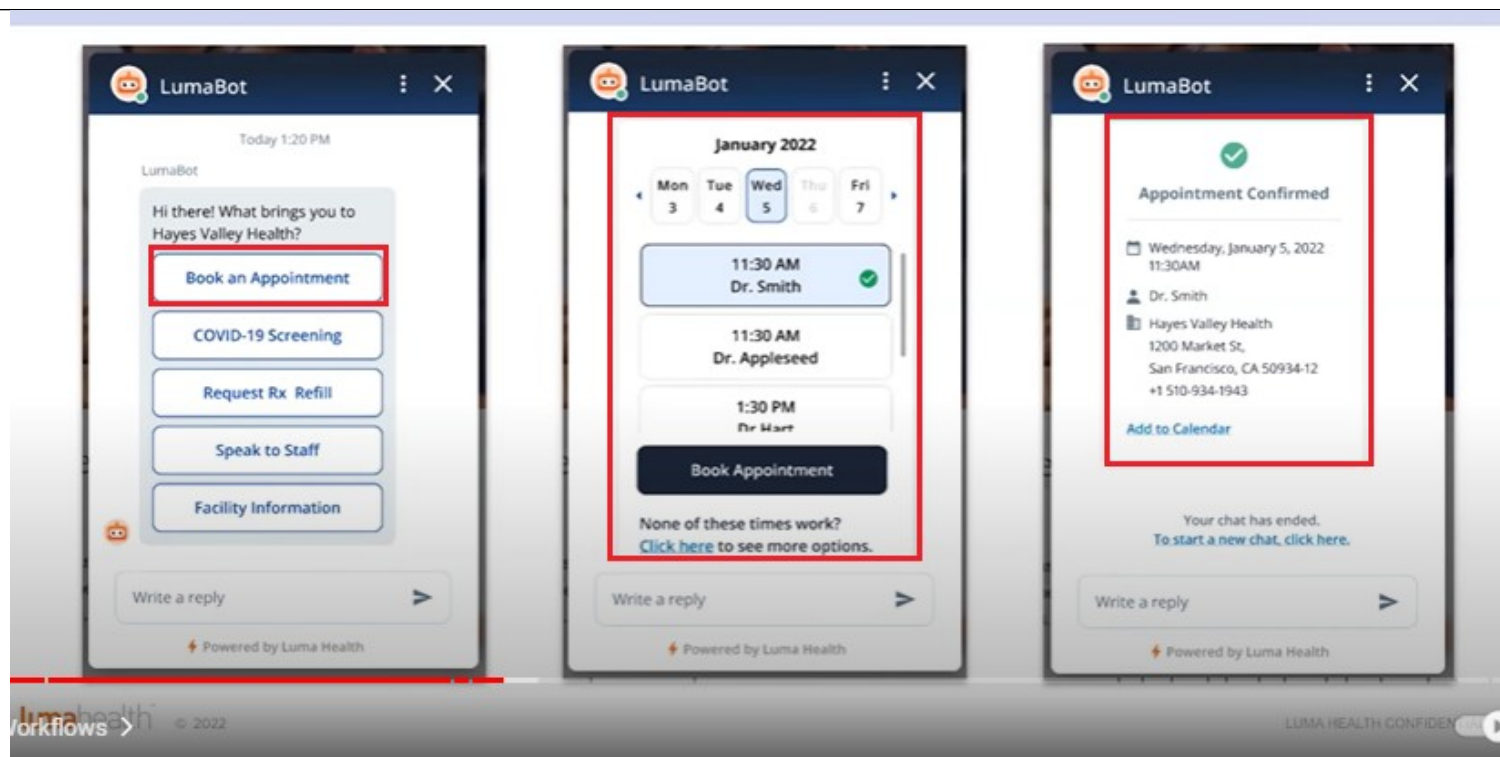
As shown below, Luma Health accesses the web service ("interact with semantic web services") using Rest-Service API to provide a response to the patient. The web service collects the relevant responses ("one or more options or suggestions") and provides them to the LumaBot to present them further to the patient. Further, once the patient confirms

through the API and extracting one or more options or suggestions from the semantic web services through the API and confirming user responses by accessing a text messaging API or a phonebook API;

booking a slot for an appointment, the healthcare chatbot confirms the user response by sending the patient a confirmation text message for a scheduled appointment.



<https://www.lumahealth.io/what-it-does/>



<https://www.youtube.com/watch?v=cjswM4PNb0k>

## List scheduler availabilities

AUTHORIZATIONS: > Bearer

### QUERY PARAMETERS

<u>appointmentType</u>	string = 24 characters [0-9a-f] The ID of an <u>AppointmentType</u> . If given, <u>only scheduler availabilities for that type of appointment will be listed.</u>
<u>includeNullApptTypes</u>	boolean Some appointments might not have a type at all, so this boolean flag determines if scheduler availabilities for such appointments will be listed or not.
<u>date</u>	string <date-time> The date/time to display scheduler availabilities, in ISO format, including timezone information. See the request sample in <u>curl</u> displayed at the side. This queryParameter should be passed twice, to specify a date/time range. Example: <u>?date=&gt;2022-08-10T09:49:47-07:00&amp;date=&lt;2022-09-09T23:59:59-03:00</u> Notice the greater-than (>) and less-than (<) operators.
<u>facility</u>	string = 24 characters [0-9a-f] <u>Filter the availabilities by the ID of a Facility where the doctor/provider may be seen by a patient.</u>
<u>patientForm</u>	string = 24 characters [0-9a-f] Only display the availability that was chosen by the patient

<https://apidocs.lumahealth.io/#tag/availabilities/operation/listSchedulerAvailabilities>

GET /availabilities/scheduler

### Request samples

cURL

Copy

```
curl 'https://api.lumahealth.io/api/v2/a'
-H 'accept: application/json, text/plain,'
-H 'Authorization: Bearer <jwt token from
```

### Response samples

200

Content type  
application/json

Copy Expand all Collapse all

```
{
  - "response": [
    + { - }
  ],
  - "facilities": [
    "stringstringstringstring"
  ],
  "-----": {
```

<u>provider</u>	<p>string = 24 characters [0-9a-f]</p> <p><u>Only display scheduler availabilities for the ID of the provider/doctor given on this query parameter.</u></p>
<u>status</u>	<p>string</p> <p>Value: "available"</p> <p><u>Filter availabilities by status.</u> It must be <code>available</code>, as other statuses were already booked or canceled.</p>
sort	<p>string</p> <p>Value: "date"</p> <p>Determines which property will be used to order the response. Currently the only option available is <code>date</code>.</p>
sortBy	<p>string</p> <p>Enum: "asc" "desc"</p> <p>Determines the direction in which the sorting will happen:</p> <ul style="list-style-type: none"><li>• ascending (earliest date to latest), or</li><li>• descending (latest date to earliest).</li></ul>
user	<p>string = 24 characters [0-9a-f]</p> <p><u>The ID of the root account user.</u></p>

<https://apidocs.lumahealth.io/#tag/availabilities/operation/availabilityList>

## APPOINTMENT REMINDERS

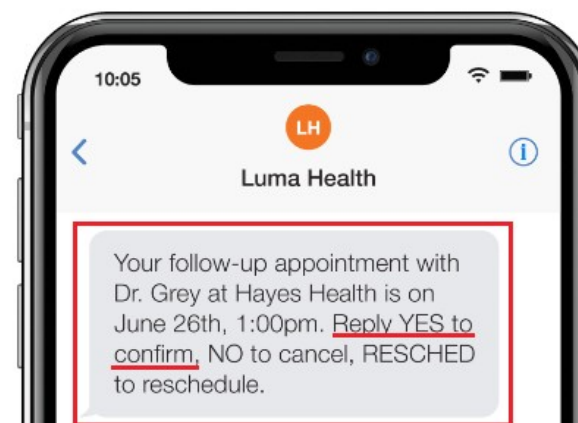
### Mobile-first appointment reminders in 20+ languages.

One in four patients forget to show up for medical appointments. That's why Luma Health allows you to automatically reach each and every patient with personalized appointment reminders in their language of choice.

### Artificial Intelligent (AI) reminders for consumer patients.

Next generation AI Reminders accurately understands and processes patient responses to interactive appointment reminders. Natural language processing (NLP) interprets conversational responses including, "Sure, "No problem", and even emojis like "thumbs up:" or "ok:" as confirmations. Patients can also easily confirm, cancel or

<https://go.lumahealth.io/use-cases/>

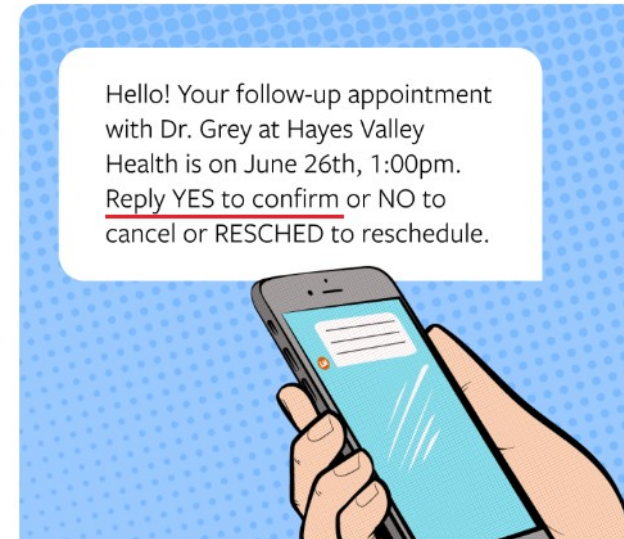




## ACTIONABLE REMINDERS FOR CLINICS AND HEALTH SYSTEMS

Leverage AI-powered, two-way appointment reminders for a seamless experience for patients and staff alike. With Luma Health, optimize the timing and cadence of your reminders, allow patients to reply, and reschedule directly from a text.

- Reduce no shows by 79%
- Save 3,480 staff hours a year
- Elevate patient convenience



<https://www.lumahealth.io/actionable-appointment-reminders/>

### 1. Clinic Sends Customized Reminder

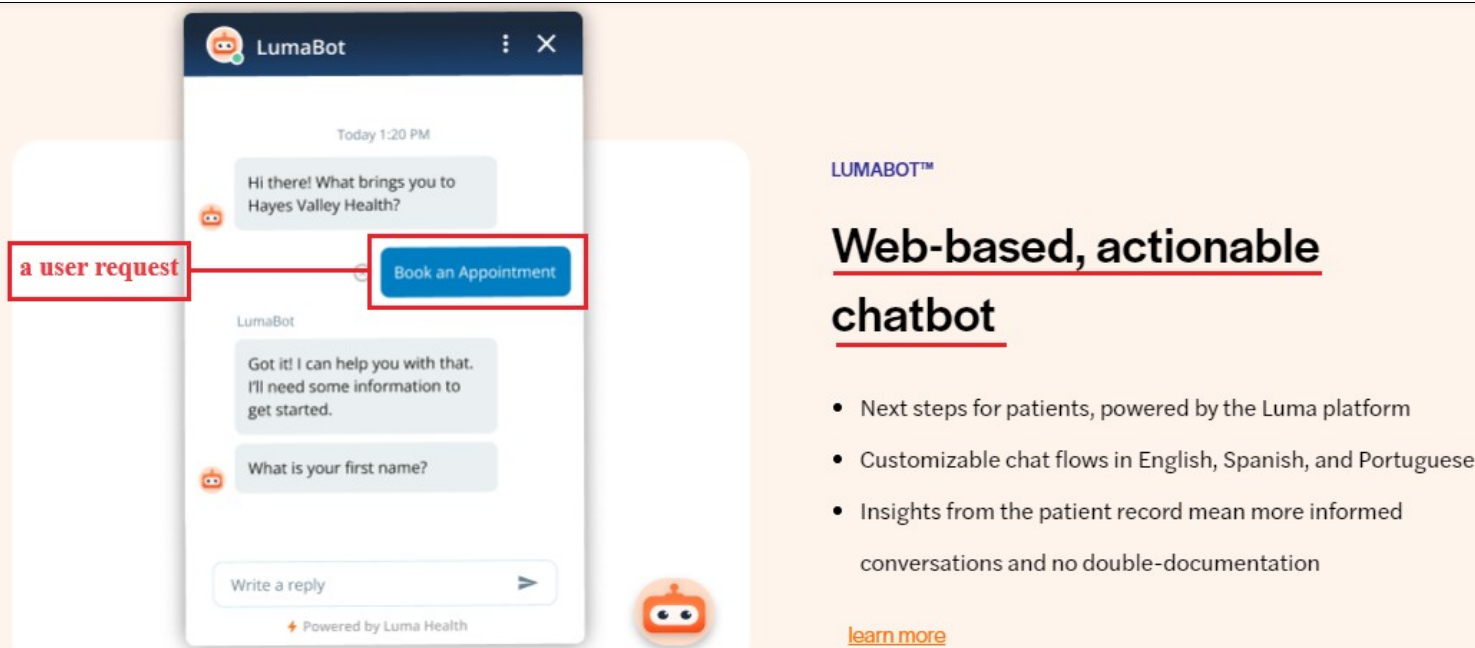
1 in 4 patients forget to show up for medical appointments. Drastically decrease no-shows by sending customizable appointment reminders in their language of choice.



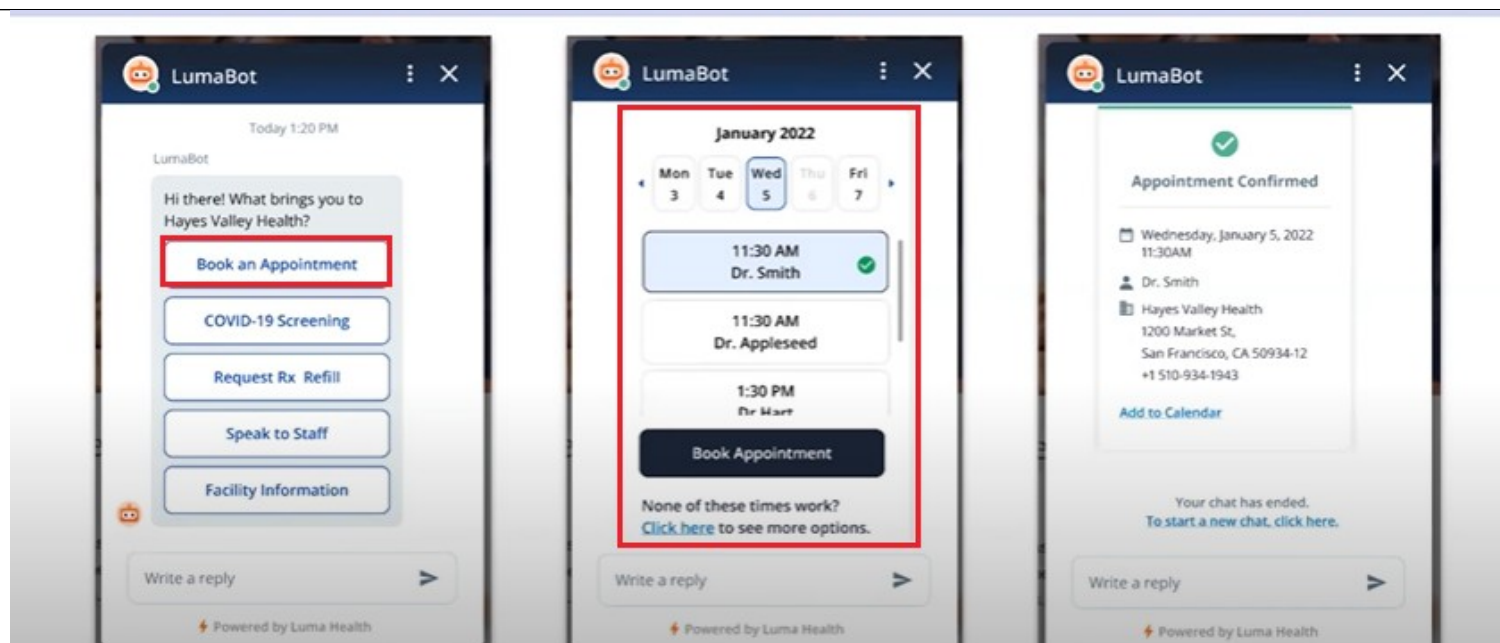
<https://www.lumahealth.io/actionable-appointment-reminders/>



	<div data-bbox="472 289 991 316" data-label="Section-Header"><h2>2. Patient Confirms or Cancels via Text</h2></div> <div data-bbox="472 381 1058 516" data-label="Text"><p>Patients can easily confirm, cancel, or reschedule directly in the text, online, or by calling. Our AI-powered reminders understand everything from 🙌 to “Sure thing.”</p></div> <div data-bbox="1264 203 1915 609" data-label="Image"></div> <div data-bbox="426 609 1432 646" data-label="Text"><p><a href="https://www.lumahealth.io/actionable-appointment-reminders/">https://www.lumahealth.io/actionable-appointment-reminders/</a></p></div>
determining at least one responsive answer; and	<p>The accused product practices determining at least one responsive answer (e.g., available appointment slots, etc.).</p> <p>As shown below, LumaBot determines a response such as available appointment slots, etc. for a user request of booking an appointment.</p>



<https://www.lumahealth.io/what-it-does/>



<https://www.youtube.com/watch?v=cJswM4PNb0k>

**Artificial Intelligent (AI) reminders for consumer patients.**

Next generation AI Reminders accurately understands and processes patient responses to interactive appointment reminders. Natural language processing (NLP) interprets conversational responses including, "Sure, "No problem", and even emojis like ":thumbs up:" or "ok:" as confirmations. Patients can also easily confirm, cancel or reschedule appointments directly within the text message, an online link, or by calling. Develop unique insights into the timing and cadence of your reminder sequence, optimized for your unique patient population

<https://go.lumahealth.io/use-cases/>

Your follow-up appointment with Dr. Grey at Hayes Health is on June 26th, 1:00pm. Reply YES to confirm, NO to cancel, RESCHED to reschedule.

👎 I need to reschedule.

We can help with that! Here are a few options:  
1 - June 18th 1:15pm  
2 - June 22nd 8:00am  
3 - June 24th 8:00am  
Reply with the date that works best or see more availability  
<https://luma.lnk.com/7cde902>.

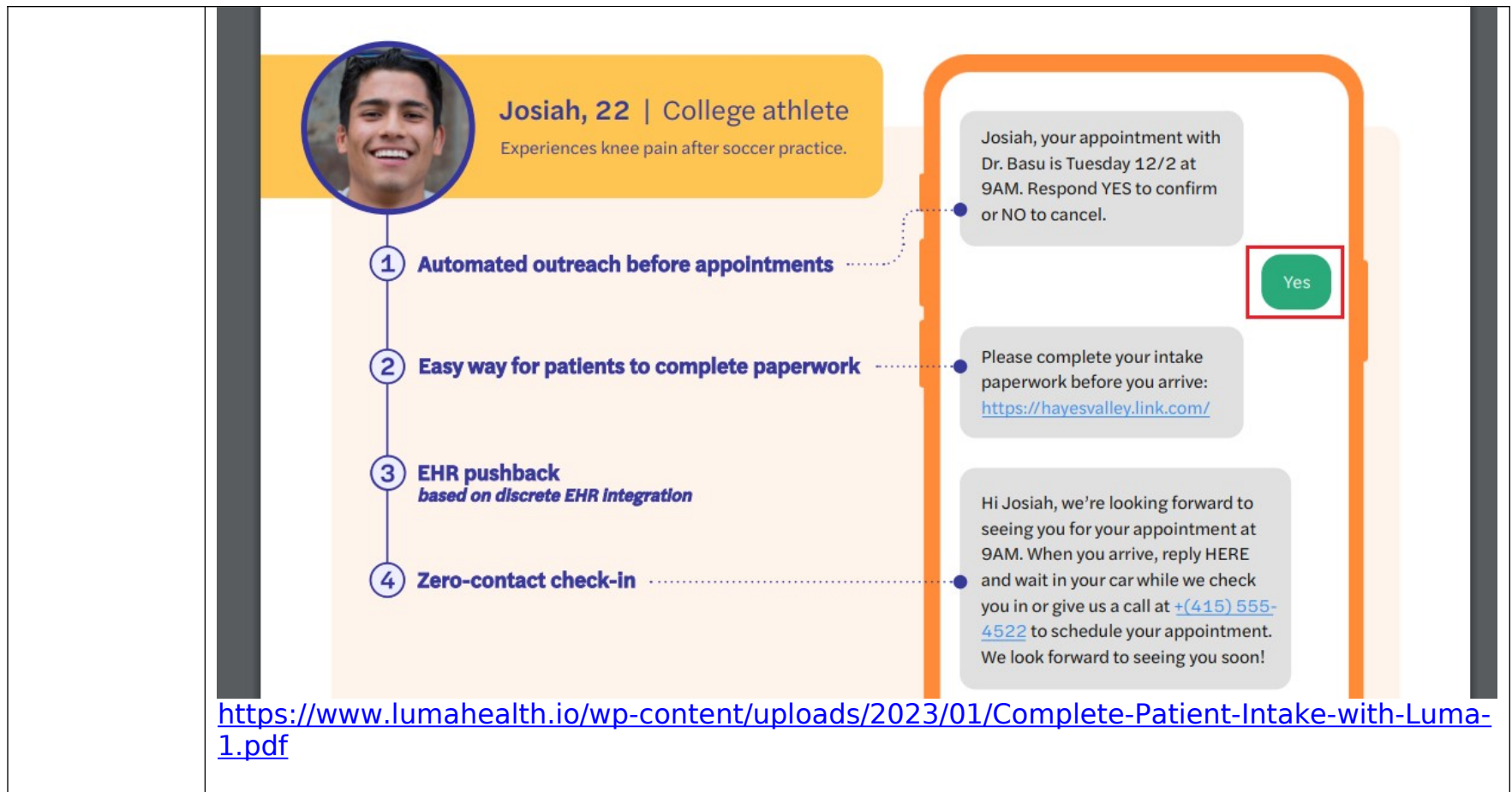
The one on the 24th.

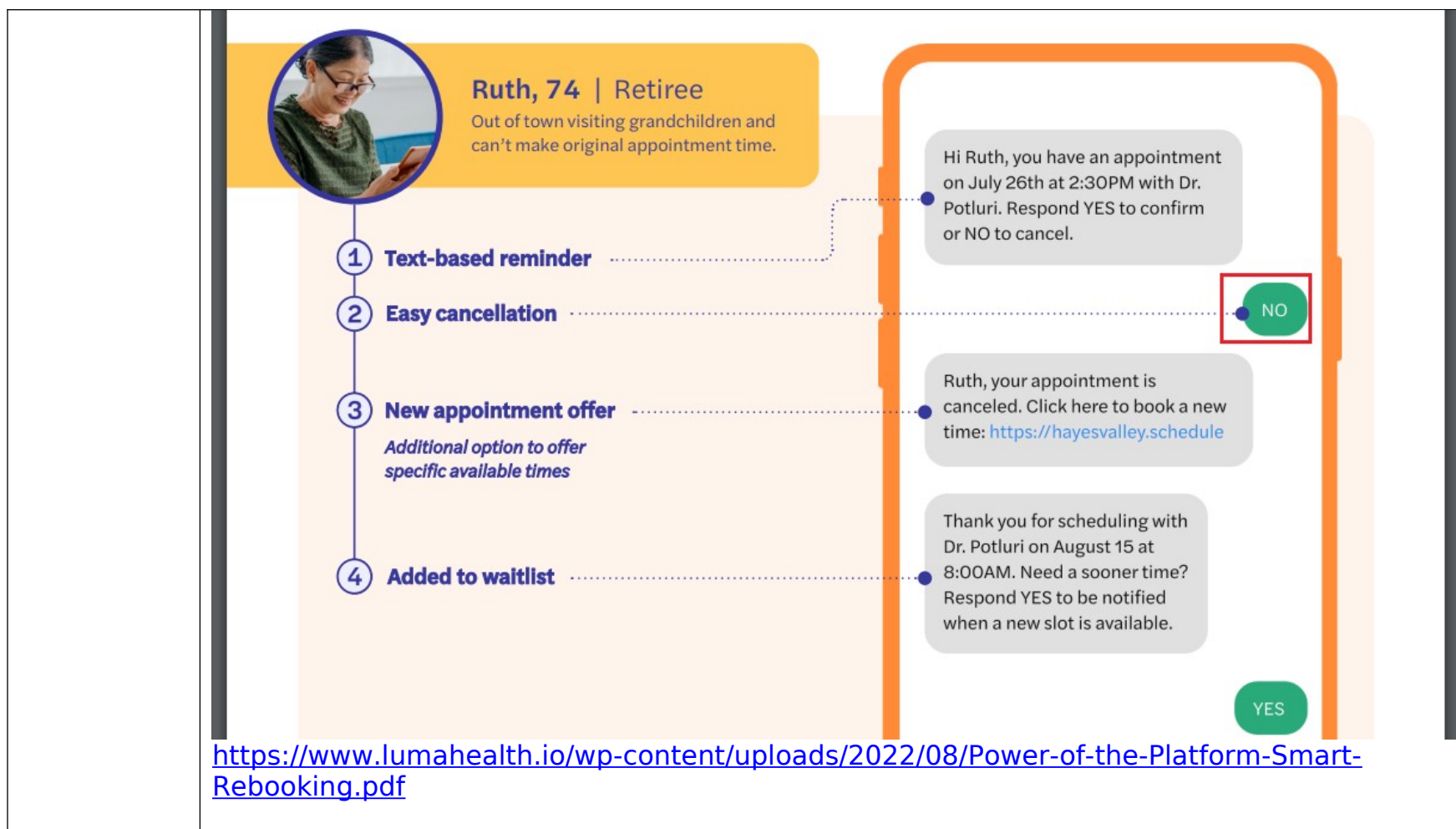
Thank you. You are confirmed for June 24th. This will replace your appointment on June 26th.



Text Message







## List scheduler availabilities

AUTHORIZATIONS: > Bearer

### QUERY PARAMETERS

<u>appointmentType</u>	string = 24 characters [0-9a-f] The ID of an <u>AppointmentType</u> . If given, <u>only scheduler availabilities for that type of appointment will be listed.</u>
<u>includeNullApptTypes</u>	boolean Some appointments might not have a type at all, so this boolean flag determines if scheduler availabilities for such appointments will be listed or not.
<u>date</u>	string <date-time> The date/time to display scheduler availabilities, in ISO format, including timezone information. See the request sample in <u>curl</u> displayed at the side. This queryParameter should be passed twice, to specify a date/time range. Example: <u>?date=&gt;2022-08-10T09:49:47-07:00&amp;date=&lt;2022-09-09T23:59:59-03:00</u> Notice the greater-than (>) and less-than (<) operators.
<u>facility</u>	string = 24 characters [0-9a-f] <u>Filter the availabilities by the ID of a Facility where the doctor/provider may be seen by a patient.</u>
<u>patientForm</u>	string = 24 characters [0-9a-f] Only display the availability that was chosen by the patient

<https://apidocs.lumahealth.io/#tag/availabilities/operation/listSchedulerAvailabilities>

GET /availabilities/scheduler

### Request samples

cURL

Copy

```
curl 'https://api.lumahealth.io/api/v2/a'
-H 'accept: application/json, text/plain,'
-H 'Authorization: Bearer <jwt token from
```

### Response samples

200

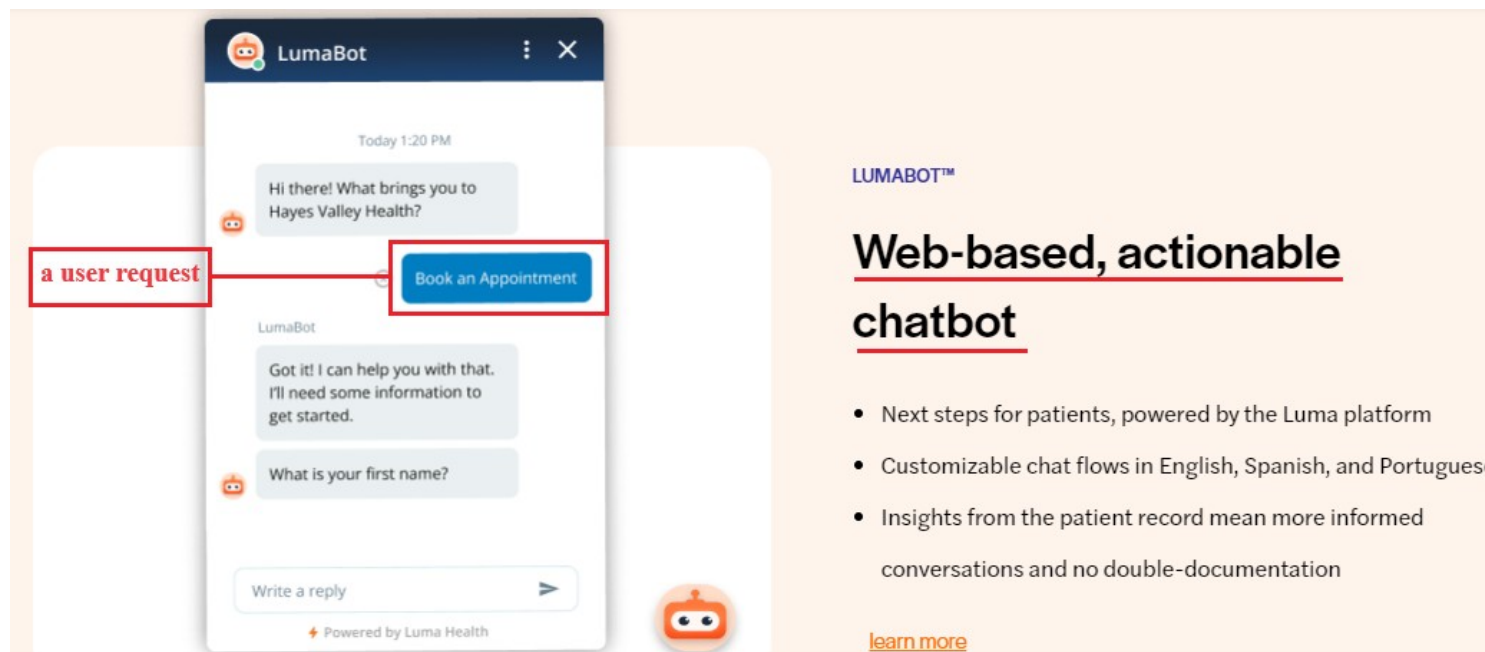
Content type  
application/json

Copy Expand all Collapse all

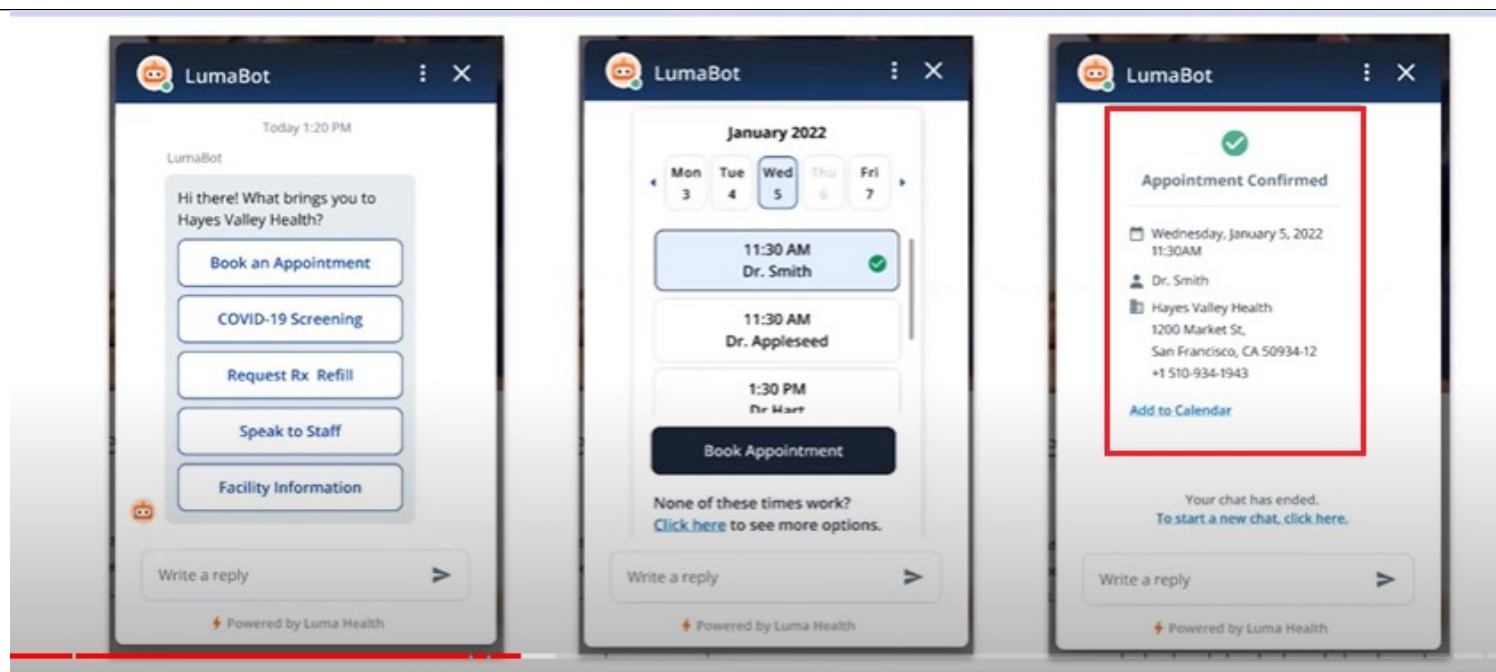
```
{
  - "response": [
    + { - }
  ],
  - "facilities": [
    "stringstringstringstring"
  ],
  "-----": {
```



	<div data-bbox="457 207 1501 1128"> <div> <div>provider</div> <div>string = 24 characters [0-9a-f]</div> <div>Only display scheduler availabilities for the ID of the provider/doctor given on this query parameter.</div> </div> <hr/> <div> <div>status</div> <div>string</div> <div>Value: "available"</div> <div>Filter availabilities by status. It must be available, as other statuses were already booked or canceled.</div> </div> <hr/> <div> <div>sort</div> <div>string</div> <div>Value: "date"</div> <div>Determines which property will be used to order the response. Currently the only option available is date.</div> </div> <hr/> <div> <div>sortBy</div> <div>string</div> <div>Enum: "asc" "desc"</div> <div>Determines the direction in which the sorting will happen:</div> <ul style="list-style-type: none"> <li>• ascending (earliest date to latest), or</li> <li>• descending (latest date to earliest).</li> </ul> </div> <hr/> <div> <div>user</div> <div>string = 24 characters [0-9a-f]</div> <div>The ID of the root account user.</div> </div> </div> <div data-bbox="432 1138 1602 1175"> <a href="https://apidocs.lumahealth.io/#tag/availabilities/operation/availabilityList">https://apidocs.lumahealth.io/#tag/availabilities/operation/availabilityList</a> </div>
<p>responding to the user request.</p>	<p>The accused product practices responding to the user request (e.g., a confirmation text message for scheduled appointment).</p> <p>As shown below, LumaBot provides confirmation of the scheduled appointment by sending a text message to the patient.</p>

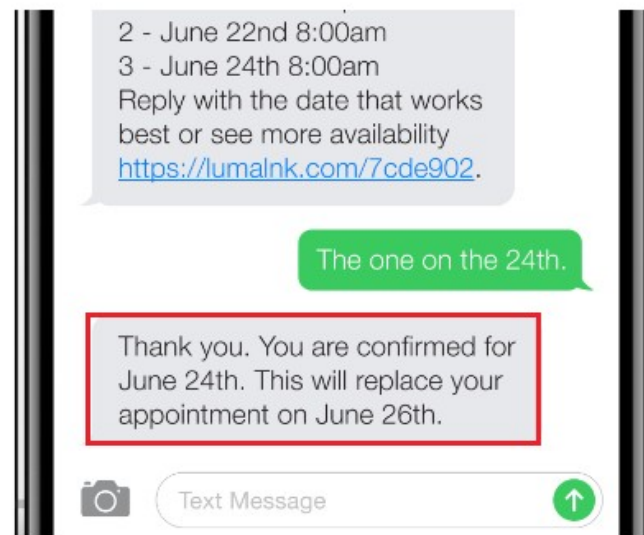


<https://www.lumahealth.io/what-it-does/>



<https://www.youtube.com/watch?v=cJswM4PNb0k>

<https://go.lumahealth.io/use-cases/>



## APPOINTMENT REMINDERS

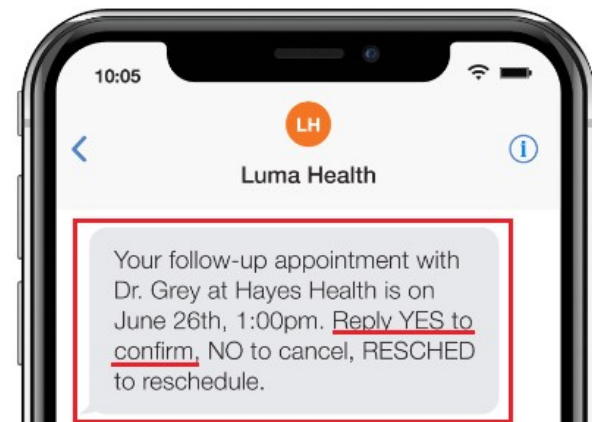
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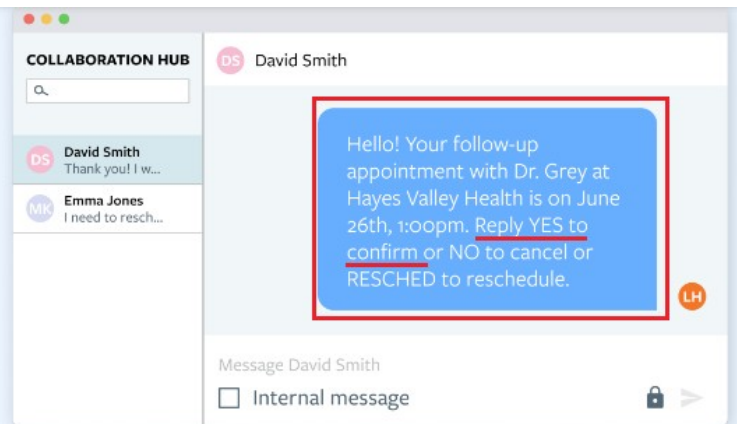
Next generation AI Reminders accurately understands and processes patient responses to interactive appointment reminders. Natural language processing (NLP) interprets conversational responses including, "Sure," "No problem", and even emojis like "thumbs up:" or "ok:" as confirmations. Patients can also easily confirm, cancel or

<https://go.lumahealth.io/use-cases/>



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1 in 4 patients forget to show up for medical appointments. Drastically decrease no-shows by sending customizable appointment reminders in their language of choice.



<https://www.lumahealth.io/actionable-appointment-reminders/>

